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Summary

I am a self-motivated, enthusiastic and passionate individual with over 10 years of hands-on experience in IT Support and Application administration. I have a comprehensive track record of achieving results and can work effectively under minimal or no supervision.

I am always ready to meet new challenges. As a good team player, I have been able to establish and maintain effective partnership and working relations in multi-cultural, multi-ethnic environments.

Moreover, my "can-do" and "go-getter" attitude, as well as my Great leadership and communication skills in the workplace makes me a valuable asset to have in any organization.

My computer skills includes but not limited to MS Office, Networking, Software development(C++, Java, Python, Vb.NET), Web Designing (WordPress, HTML, PHP, CSS, JS, jQuery), Application Support and management, System Administration, Computer and Mobile Technology, Remote Support and troubleshooting, Database, etc.

Experience

Trainer of Trainers(Application Support)

Lightwave eHealthcare Solutions Limited (LWEHS)

Nov 2021 - Present (10 months +)

Have installed servers and done setups on the Lightwave Hospital Information Management System (LHIMS) for over 5 hospitals at different regions in Ghana within a very short period.

Have trained and given IT support to hospitals like Korle-Bu teaching Hospital, Pantang Hospital, etc. staffs at different regions in Ghana within short period of time and made sure they had no challenges in using the system even individuals who had less or no IT background.

Digitalized over 5 Government/Christian Hospitals and still counting.

Providing over 24 hour support for all the facilities through telephone calls and remote access.

IT Analyst

The Genesis IT Solutions (TGIS)

Feb 2015 - Jul 2022 (7 years 6 months)

Installed and configured hardware and software components (Computers on windows, Ubuntu and macOS etc. and also Mobile Devices on Android, IOS, Symbian etc).

Have upgraded systems to enable software compatibility.

Have Installed and upgraded antivirus software and continued to give advices on how to keep devices and systems secured.

Have done troubleshooting on hardware and software issues.

Analyzed IT requirements and provided objective advice on the use of IT.

Have done network setups for offices and homes.

Provided and still provides 24hour support for clients both remotely and physically.

Have repaired, decoded, flashed and done internet configurations on computers and mobile devices across almost all platforms.

Have done blogging, social media marketing and trained people on how to build basic website using html, CSS and WordPress.



IT Support Specialist

Ga East Municipal Hospital

Sep 2020 - Aug 2021 (1 year)

Helped clients manage and reach individual goals, supporting independent progression and social skills.

Performed wide-ranging administrative, financial and service-related functions.

Standardized office structures and processes to promote collaboration and increased performance.



Presiding Officer

Electoral Commission of Ghana

Dec 2020 - Dec 2020 (1 month)

Presided over an assembly and a national election both in election hotspot areas successfully.

Took proper custody of the Biometric Verification Device (BVD), ballot boxes, ballot papers and all other materials required for the conduct of the poll and conveyed all to the Returning Officer after the poll.

Supervised the work of Polling Assistants and promptly resolving any problems they encounter.

Resolved problems relating to the verification of Voters and maintained order at the Polling Station with the help of a security personnel..

Undertook timely and thorough counting of the votes casted and announced the results of the election at the Polling Stations.



Exhibition Officer

Electoral Commission of Ghana

Sep 2020 - Sep 2020 (1 month)

Created fair, non-partisan environment to protect free choice of voters.

Composed correspondence to internal and external parties as requested.



Verification Officer

Electoral Commission of Ghana

Dec 2016 - Dec 2016 (1 month)

Obtained signatures and recorded names of voters to prevent voting of unauthorized persons.

Collected necessary information from voters to determine correct voting location and ballot.



Information Technology Support Technician

Beginners Fortune Ltd.

Jun 2013 - Sep 2015 (2 years 4 months)

Supported in building the network infrastructure for the company.

Performed the system administrator's task like administering user permissions and administrations, managing passwords, managing files, defining system usage policies and procedures by educating employees on how to use system in secure and productive way, troubleshooting and solving problems. etc.

Repaired, serviced and installed Operating Systems and applications software on computer devices.

Installed and upgraded antivirus' always to prevent zero-day vulnerability.

Provided full support for both employees and customers.



Assistance Technician

E.T. Technology (Repair and Servicing)

2010 - 2011 (2 years)

Serviced, repaired and did troubleshooting on laptops and desktop computers.

Installed and maintained different operating systems and applications on laptops and desktops.

Gave technical advices to clients on how to secure and maintain their laptops and desktops.



Sales Representative

Millicom Ghana Limited (Tigo)

2009 - 2010 (2 years)

Sold and distributed Tigo sim cards and credit to customers.

Performed internet configuration or other settings on clients devices.



Sales Representative

Kasapa Telecom Limited (CellTech)

Feb 2007 - Sep 2008 (1 year 8 months)

Got a lot of clients in my sales territory that was Dome Kwabenya after convincing and giving technical advice on why they should CDMA network.

Got many people from my sales territory and other places to patronize new mobile products from the company.

Distributed and installed the Kasapa Landline and also configured the internet service for them through a dial-up connection.

Created a great relationship with my clients and always provided after-sales support through telephone and physical presence.

Education



Ghana Communication Technology University

Bachelor of Science - BS, Information Technology

2016 - 2020



Bishop Herman College

WASSCE Certificate

2003 - 2006

Licenses & Certifications



CompTIA Network+ - Ghana Communication Technology University - GCTU



CompTIA Network+ - Ghana Communication Technology University - GCTU



Microsoft Technology Associate (MTA) - Certified Ghana



Web development - Sololearn



Computer/Mobile Hardware and Software Training - Rlg Communications



Javascript Practicals Crash Course - Udemy: Online Courses

Skills

IT Hardware Support • Remote User Support • Application Support • System Administration • Java •
Computer Networking • Web Development • Microsoft Office • GitHub • Mobile Technology

Honors & Awards



Certificate of Scholarship - Certified Ghana

Oct 2012



First Class Honor - Ghana Communication Technology University - GCTU

Aug 2020