

SUMMARY

Proactive IT Officer with a solid background in software development and system integration. Passionate about utilizing emerging technologies to streamline processes and improve user experience, I am dedicated to fostering a collaborative environment that encourages innovation and efficiency.

Resourceful IT Officer with a strong foundation in project management and technical support. Adept at analyzing system performance and implementing strategic improvements, I seek to enhance IT services and support organizational objectives through effective technology solutions.

SKILLS

- Networking
- Programming
- Database
- Network Administration & Troubleshooting Hardware & Software Installation & Maintenance
- IT Support & Helpdesk Services
- System Security & Data Protection
- Database Management Cloud Services & Backup Solutions
- Microsoft Office Suite & ERP Systems

LANGUAGES

English | Advanced

EXPERIENCE

- IT SUPPORT OFFICER

Aug 2016 — Sep 2020

TELEPERFORMANCE GHANA — ACCRA, GHANA

 - Results-driven IT Officer with over 5 years of experience in managing and supporting IT infrastructure.
 - Proficient in troubleshooting hardware and software issues to ensure optimal performance and user satisfaction.
 - Strong knowledge of network security protocols and methodologies to protect sensitive information.
 - Provide technical support to staff, resolving hardware and software issues.
 - Maintain and monitor network infrastructure and servers.
 - Implement security protocols and data backup procedures.
 - Assist in software installations, updates, and system upgrades.
- IT ASSISTANT

Nov 2021 — Jul 2023

MILIFE INSURANCE COMPANY — ACCRA, GHANA

 - Detail-oriented IT Assistant with over three years of experience in providing technical support and troubleshooting hardware and software issues.
 - Skilled in managing user accounts, maintaining system configurations, and ensuring optimal performance of IT equipment.
 - Proficient in Microsoft Office Suite, various operating systems, and networking principles.
 - Supported daily IT operations, including troubleshooting and maintenance.
 - Assisted in network setup and management.
 - Maintained inventory of IT equipment and software licenses.
 - Prepared reports on system performance and incidents.

EDUCATION

- HND IN COMPUTER SCIENCE

Aug 2012 — Apr 2014

KUMASI TECHNICAL UNIVERSITY — KUMASI, GHANA
- CERTIFICATE OF DATA ANALYTICS

Jul 2015 — Jun 2016

OPENLABS GHANA (NIIT) — KUMASI, GHANA

REFERENCES

- Mrs. Brita Afriyie Kwarteng

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- Mr. Claudio Nana Sarpong

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