**Gideon**

**Email:** **Gideon.268975**@2freemail.com

**Date of Birth: 18th April 1985**

**Nationality: Ghanaian**

**Visa Status: Employment**

**PERSONAL SUMMARY:**

A confident and reliable IT support engineer with extensive practical experience of working with computers and resolving any support issues that are raised to the service desk. Possess a proven ability to administer and control the operation, configuration and maintenance of computer based information systems, as well as having an eye for detail and able to multi-task under pressure. An excellent communicator, can relate well with people at all levels and has the flexibility of working well as part of a team and on my own. Now looking to further my career by working for an ambitious and expanding company.

**WORK EXPERIENCE:**

**Al Bahara Dry Clean August 2015 – Present**

**Customer Service Personnel**

* Handle telephone calls (internal and external) in professional manner and ensure messages are passed on as quickly and efficiently as possible.
* Follow up on all forwarded guest requests and log the time and person who completed the task and report any equipment failures.
* Ensure complete courtesy, friendliness and professionalism at all times. Smile also on the phone.
* Coordinating cleaning and organizing general services.
* Advising on energy efficiency and cost effectiveness and ensure roofs and elevators have update inspections.
* Ensure proper filing system is in place for filing of guest records and handling guest daily request as per procedures and ensure a good professional co-operation.

**Churchill Apartment Jan 2015 – May 2015**

**IT Support Engineer**

* Responsible for networking, design, installation and maintenance services.
* Supporting users and network administrators over the telephone and by email.
* Maintain the company’s network infrastructure, providing support for Windows, configuration and testing of any new hardware and software.
* Management of the daily data backup, Installing and operating Windows desktop and server operating systems.
* Networking & hardware maintenance and training new employees.
* Assistance with training of staff and compiling procedural documentation.
* Assisting the network manager with support requests and ensures computer hardware is safe & complies with health and safety legislation.

**E-Health Ghana Project (IPMC) Feb 2014 – May 2014**

**Project Team Instructor – Part-time**

* Executive ICT & Soft Skill Training.
* Installing Networking, hardware and software systems & troubleshooting a variety of computer issues.
* Setting up computer security measures.

**Mövenpick Ambassador Hotel June 2011 – December 2014**

**Guest Service Agent / IT Support**

* Provide support to remote users, Administrate MS Active Directory accounts and groups.
* Assisting clients with technical issues, troubleshooting, installation and configuration.
* Installed, changed and removed hardware in various desktop and service hub configurations.
* Follow up on all forwarded guest request and log the time and person who completed the task and report any equipment failures to the engineering department.

**Royal Richester Hotel Jan 2010 – Dec 2011**

**Customer service/ IT Support**

* Ensure proper filing system is in place for filing of guest records and handling guest daily request as per procedures and ensure a good professional co-operation between you and other departments.
* Provide technical solutions and troubleshooting services on need basis, ensure proper working order of all terminals and servers at all times.
* Install and upgrade hardware and software components, develop and document technical processes.
* Ensure complete courtesy, friendliness and professionalism at all times. Smile! Also on the phone.

**KEY SKILLS AND COMPETENCIES**

* Experience as a Team Leader for projects and systems migrations.
* Excellent customer facing skills.
* A positive attitude towards customer service and good communication skills.
* Experience in Windows server 2008, r2 & 2012 exchange and all the MS Office suite.
* Commercial technical support experience of servers and network infrastructure.
* Ability to be clear & concise when explaining technical procedures to customers.
* Configuring computer networks and offering technical support on-site via phone or email.

**EDUCATION & CERTIFICATIONS**

**BSc in Hospitality management and Tourism 2005 – 2009**

University of Cape Coast

**Diploma in System Engineering** **2008**

I.P.M.C – Ghana

**Certificate in CompTIA A+, CompTIA Network+, MCSE, MCITP and CCNA**

**OTHER EXPERIENCES**

* Network Installation, hardware and software systems & troubleshooting a variety of computer issues.
* Setting up computer security measures.
* Configuring computer networks.
* Offering technical support on-site or via phone or email.

**REFERENCES**

Available on Request.