

Contact HR Consultant for CV No: 340331

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**OBJECTIVES**

To work in a result oriented and challenging environment that will bring to bear my capabilities towards the organizational success while gaining experience and expertise from the environmental system where I will be able to provide prompt and courteous services to the customers of the organization.

**PROFESSIONAL SUMMARY**

Highly experienced Personal Computer (PC) technician with strong background in software / hardware computer repairs (field and lab) and IT network system administration. Qualified for the following:

* Troubleshooting, analyzing and repairing problems of computer elements such as desktop computers, laptops and various components/peripherals of an IT network.
* Performing computer installation and operating system configuration in designated networks.
* Administering and monitoring performance of LAN/WAN network using remote connection tools.

**TECHNICAL SKILLS: COMPUTER HARDWARE AND SOFTWARE APPLICATIONS**

* Operating Systems – Win XP, 7, 8, and 10
* Microsoft Office suites – 2003/2007/2010/2013/2016
* Antivirus and firewall
* Assessing and implementing performance upgrades to Laptops and Desktop Computers.
* Installation of CPUs, I/O and NIC cards, hard disks, ribbon cables, hard drives, RAM, memory chips, CD-ROMs, and among others.

**KEY SKILLS AND STRENGTHS:**

* Efficient troubleshooter and problem solver.
* Effective time management – Can solve complex system problems in minimum time.
* Excellent written and verbal communication skills.
* Sales and marketing skills.
* Young, Smart, focused energetic and intelligent.
* Energy and ability to conveniently work under pressure.
* Energy and ability to work with or without supervision
* A team player and with the skills of persuasion and coordination

**PROFESSIONAL EXPERIENCE**

**Akepella Computer Systems, June, 2014 – October, 2016 - (Kumasi-Ghana)**

***Sales Agent***

**DUTIES:**

* Planned, assembled and installed computer systems in designated networks as per specifications.
* Installed and configured IT network components and assisted in the implementation of designed IT network configuration.
* Performed customer services on different firms’ departments and resolved hardware and software technical problems in the system elements after detailed analysis, including computer failures and software malfunctioning.
* Monitored and administered IT systems of firms and made recommendations to senior managers regarding hardware replacements, upgrades and new installations required.
* Provided solutions and technical guidance to clients facing technical issues and difficulties.
* Maintained records of hardware issues, performance and supplies.

**BASHTEK SYSTEMS, September, 2013 – July, 2014**

***Sales Attendant***

**DUTIES:**

* Attend to all tasks as assigned by the I.T Director or I.T Specialist
* Assist the I.T team in setup, configuration and training of I.T hardware & application software.
* Provide support to users in their daily operations.
* Provide support to guests in rooms, meeting spaces and business centers
* Help unpack and setup computers, monitors, Micros POS workstations, printers etc and deploy them to the designated locations in fully working condition.
* Troubleshoot problems in Office Automation applications & other Hotel systems.
* Conduct daily, weekly, monthly checks as prescribed in the periodic checklists.
* Communicate status, risks and opportunities to the I.T Director.
* Assist with periodic inventory of IT equipment & stores.
* Ensure support calls are logged & closed within the Help desk system.
* Perform all other duties as required by the I.T Team

**ACADEMIC QUALIFICATION**

**Catholic University College of Ghana, September, 2009 - May, 2013**

***(Bachelors of Arts in Computer Science)***

**Saint Hubert's Seminary and Senior Secondary School, August, 2005 - June, 2008**

***(WASSCE)***

**HOBBIES:**

* Watching movie
* researching
* Listening to music
* cooking