**ENOCH**

**Email:** enoch.383093@2freemail.com

**PERSONAL DETAILS**

Nationality : Ghanaian

Email : enoch.3830393@2freemail.com

Languages Spoken : English (Fluent), French (Beginner), Arabic (Beginner)

Very technical IT Support Technician has terrific troubleshooting and good interpersonal skills to assist customers with computer issues. Possesses a thorough knowledge of computer hardware and software applications. Has a Bachelor’s Degree in Information Technology and Six years of experience working as an IT Support Technician.

**HIGHLIGHTS**

* Excellent telephone skills and good ability to use Remote Access
* Good analytical and troubleshooting abilities
* Strong knowledge of viruses application glitches and hardware issues
* Patient and able to walk customers through troubleshooting and repair process
* Excellent communication abilities
* Excellent Microsoft Suite Skills e.g. MS Word, MS Powerpoint, MS Excel etc
* Good customer-service skills
* Keeps abreast of changes in technology
* Good organizational abilities
* Good understanding of installations and updates

**WORK EXPERIENCE**

**July, 2017 – Present Black Fone (Al Yahar, Al Ain, UAE)**

**Mobile Phone Software Specialist**

* Jail breaking of required IOS devices
* Fixing / Solving crashed jail broken IOS devices
* Upgrading & Downgrading of IOS devices without losing data
* Repairing of crashed, bootloop etc of Operating System of idevices
* Transferring of Data and information from IOS devices to Android OS, Blackberry, Nokia etc and vice versa
* Bypassing Google FRP lock on most Android devices.
* Upgrading & downgrading of Android devices to relevant versions suitable

**May 2015 – March 2017 Techpro Global Ghana (Ghana)**

**IT Support / IT Specialist**

* Installed and maintained company’s computer systems and network.
* Performed upgrades and installed updates.
* Completed troubleshooting and repair when computers had problems.
* Assisted office staff with computer application questions.
* Conducted computer technology training with all new staff.
* Recommended computer products and applications to improve productivity

**December 2012 – April 2015 Skylim Ghana Ltd. (Ghana)**

**IT Support / IT Specialist**

* Provided technical assistance to customers on inbound telephone tech support calls.
* Used remote access to perform troubleshooting when needed.
* Walked customers through step-by-step process for troubleshooting hardware issues.
* Assisted customers with anti-virus program installations and virus removals.
* Used good problem-solving skills for troubleshooting problems.
* Used great customer-service skills.

**EDUCATIONAL BACKGROUND**

Sept. 2012 – Sept. 29th, 2016 University of Cape Coast (Ghana)

*Bachelor’s Degree in Information Technology*

Oct. 2011 – Oct. 2nd, 2012 Data Link University college (Ghana)

*Diploma in Information Technology*

July 2008 – Aug. 2009 Cosa–Bright Computer Institute (Ghana)

*Diploma in Hardware and Networking*

Sept. 2005 – May 2008 Koforidua Secondary Technical School (Ghana)

*High School Diploma (W.A.S.S.C.E.)*

Apr. 2003 – Apr. 2005 Rapture International (Brethren) School Complex (Ghana)

*Basic Education Certificate Examination (B.E.C.E.)*

**REFERENCES**

 Available upon Request