

**CURRICULUM VITAE**

**Name**: **FRANK**

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**Nationality: Ghana**

**Language: English**

**Visa Status: Visit Visa**

**PROFILE**

Experience IT desktop support engineer, practical hands-on windows, mac os environments, proficient in Microsoft office automation products and computer peripherals, printers and scanners. Knowledge of network and hardware installations, security practices and anti-virus programs. Ability to perform remote troubleshooting and provide clear instructions and excellent problem-solving and multitasking skills.

**STRENGTH**

* Excellent team worker and quick learning capacity.
* Loyal, dynamic and self-motivated behavior.
* Good communication, negotiation and decision making skills.
* Always trying to be enthusiastic about everything that I undertake.
* Able to prioritize in a complex, fast-paced environment.

**EXPERIENCES AND ACHIEVEMENTS**

**GA SOUTH MUNICIPAL HOSPITAL GHANA HEALTH SERVICE, ACCRA GHANA**

**September 2014- March 2018**

**IT Systems Administrator**

* Provided IT leadership for hospital’s technology infrastructure with 70 workstations. Managed large-scale enterprise migration projects, systems conversions and performance tuning and monitoring of applications/systems.
* Led hospital’s electronic medical record implementation of carewex system. Launched optimized training documentation prior to go-live and designed custom modifications to accommodate special needs.
* Analyzed all aspects of server upgrade deployment, managed 70 workstations to ensure optimal performance. Created desktop standardization and dashboards and provided ad-hoc reports.
* Documented workflows and executed comprehensive training plan to medical staff.
* Created custom solutions to resolve system slowdowns, virus outbreaks and process bottlenecks.
* Scheduled and carry out hardware and software preventive maintenance services on all IT equipment’s.

**HERITAGE UNIVERSITY COLLEGE, ACCRA GHANA**

**February 2013 – March 2014**

**IT Support Technician**

* Designed document and maintained networks and provide technical support to staffs, students and lecturers.
* Repaired all kinds of laptops, personal computers, printers, scanners, ups.
* Scheduled and carry out hardware and software preventive maintenance services on all IT equipment’s.
* Installed, configured, troubleshoot and solved photocopier problems.
* Prioritized requests, organized, complete work activities and projects on time scheduled.

**COMSOFT GMBH –KARLSRUHE, GERMANY**

**May 2012- August 2012**

**IT Support**

* Installations, updates and upgrade of aeronautical data access remote systems
* Installed and configured software and hardware.
* Resolved operational issues, supporting: windows, office 2003, 2007, 2013, windows server, small business server 2003/2008, active directory management exchange, anti-virus products, ethernet, wireless router and firewall configurations.
* Set up accounts and workstations.
* Monitored performance and maintain systems according to requirements.
* Ensured security through access controls, backups and firewalls.
* Upgraded systems with new releases and models.

**DELBOND LTD- ACCRA, GHANA**

**December 2009 –January 2011**

**IT Service Support Engineer**

* Diagnosed desktop, application, networking and infrastructure issues.
* Troubleshooting PC’s, laptops and mobile devices. Providing 1st/2nd line support to users.
* Administering the IT department’s policies and procedures.
* Maintained log of all problems detected and system backups.
* Comprehensive disaster data recovery and back-up plan.
* Networks design, backup solutions, antivirus, problem solving, accuracy & quality control of project, team leadership & supervision.

**EDUCATIONAL BACKGROUND**

**Diploma Public Health Informatics *(PHI*).** **2016-2017**

Ghana Institute of Management and Public Administration (GIMPA) **Ghana**

*Health Information Systems, Networking & Database Management,*

*IT for Medical Business Operations, Information Security and Privacy*

*Managing Health Informatics Projects*

**Bachelor of Science (Hons) Business Administration. 2009 - 2012**

Knutsford University College.  **Ghana**

**Certificate**

Aeronautical Message Handling System Administration

COMSOFT. **Germany**

**Diploma Computer Hardware Engineering** **1997 - 1998**

Systems Technology.  **Ghana**

**Diploma Network Administration 1996 - 1997**

U-Talent Computer School. **Ghana**

**Hobbies** Health advocacy/Promotion,