# KWASI ANTWI BAAYEH

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## PROFESSIONAL EXPERIENCE

**ALLIANZ INSURANCE COMPANY GHANA LIMITED**                    ACCRA / GHANA
*IT Officer*                                                   *June 2019 – August 2022*

During my time at Allianz Ghana, COVID-19 hit the world and my department was tasked to migrate all employees to our cloud platform so that they could work from home. We had to be smart about this to make sure we wouldn't get overwhelmed. The most important part of making this work was being proactive. Fortunately for us, we had already started educating the entire staff on the new cloud platform before the pandemic. Overall, my team and I were able to complete the task. About 75% of the staff were fully migrated to the cloud platform in the third week after a national quarantine was declared. In the fourth week, every employee was working fully from home.

Relocation of the Head Office

- Designed the network infrastructure using Microsoft Visio for easy reference.
- Assisted in the safe packaging and labeling of all switches, routers, servers and access points.
- Coordinated the labeling of all the specific ports on the switches designated for printers and access points.
- Created an excel sheet to contain all the Serial numbers and MAC addresses of the IT equipment
- Assisted in dismounting all workstations, moving and mounting them at the new location

Asset Management

- Created a database file using excel to collect data on all workstations.
- Assisted in the cleaning of the data collected
- Created and sent a procedure to all employees showing how to get computer details.

Training on Microsoft Office365

- Organized a training for all employees on how to use Office365 with the help of my team.

Creation and Deactivation of Employee Accounts

- Responsible for the creation and addition of new employees to our Active Directory.
- Responsible for requesting and tracking of all services for new employees.
- Implemented a new way of keeping track of new employees, active staff and inactive staff.
- Responsible for the deactivation of exited staff.
- Created procedures demonstrating the process involved in creating and deactivating accounts.
- Responsible for the creation of accounts to our core business systems

IT Support

- Offered 1st level IT support to staff and non-staff
- Using our internal incident tracking system, assigned incidents to the appropriate party
- Responsible for network and hardware related incidents and incidents related to user accounts.

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## EDUCATION*

**UNIVERSITY OF GHANA**                                             LEGON, ACCRA / GHANA
*BSc. Information Technology*                                        *October 2015 - May 2019*

## ADDITIONAL

**LANGUAGES:** English - Fluent

**TECHNICAL SKILLS:**  HTML5, CSS, JavaScript, Bootstrap, Git/GitHub, Adobe Photoshop, IT Support, Responsive Design Principles, Website Optimization, React(Beginner), Typescript(Beginner)

**SOFT SKILLS:** Time Management, Problem solving, Collaboration

**INTERESTS:**  Movies, Music, Video games