**Bismark Ollenyah**

**Baltimore, MD.**

**443.272.9420**

**bollenyah@gmail.com**

**US Army Reservist**

**Work History**

Dependable, hardworking and reliable industry worker equipped with fast-paced work and changing daily needs. Serves customers effectively with attention to detail and a hardworking approach. to go beyond basics and improve processes and increase customer satisfaction.

**Experience**

**US Military**

**March 2024 – March 2025**

**System Support Specialist**

**AINET**

**September 2023 – March 2024**

* **Administer and maintenance of active directory domain controller server, file server and webserver.**
* **Continuously monitor the performance of the VMs and take measures to optimize the system application.**
* **Make constant effort to interact with the users to understand the changes in data.**
* **Address users’ concerns and take consideration steps for future changes to upgrade.**
* **Participate in other research projects as assigned.**
* **Document all issues, solutions, solved problems, procedures, and frequently asked questions.**
* **Provided technical guidance to team members on how to safeguard data, supervise all related in-coming and out-**
* **going IT requests.**
* **Assist in defining, developing, configuring, and supporting all the computer application and network infrastructure.**
* **Running a 24/7 on-call rotation to monitor company servers and report any pending issues.**
* **Working closely with vendors and to relay their issues to management in a timely manner.**
* **Use tools such as Nmap for performance analysis and troubleshooting.**
* **Building Linux Servers and KVMs and hardening them to prevent attacks and hacking.**
* **Creating and updating user accounts in active directory**
* **Auding and ensuring all Linux servers and VMs are up to date with patches and fixes.**

**Production Line Lead**

**Dreyer’s Grand Ice-cream**

August 2022– September 2023

* **Make mix and cookie coating necessary for production lines. Test butterfat and solids to ensure they meet specifications. Notify QA immediately if tests are not within specification.**
* **Execute processing steps and manufacturing support activities while ensuring compliance with batch record specifications.**
* **Receive dairy, sugar, egg and chocolate coating tankers.**
* **CIP tanks and tankers as needed. Follow SOP’s & SSOP’s.**
* **Understand how the CIP system works and demonstrate the ability to troubleshoot and resolve problems in a timely manner.**
* **Monitor equipment, i.e. HTST, homogenizer, computers, pumps, spray balls, air valves and ensure they are in good condition and that they meet all specifications.**
* **Accurately complete all paperwork to include HTST charts, date, cut in and out, efficiency chart, mix making data.**
* **Ensure all consumptions are correct and done in real time.**
* **Count raw material powders to ensure inventory accuracy.**
* **Keep the entire area of mixed processing clean, neat and organized. This includes all raw material storage areas for mixing powders.**
* **Communicate any issues with possible solutions to your supervisor or manager as they arise.**
* **Demonstrate a sense of urgency to accomplish “Team” goals and tasks.**
* **Must ensure all paperwork is accurate before submitting.**
* **Perform Preventative Maintenance on pumps and valves in mixed areas.**
* **Keep pumps in working order and spares available.**
* **Participate in the Self-Inspection Audits and follow up with the supervisor to ensure issues are resolved.**
* **Accurately document cGMP data and equipment activities in accordance with standard operating procedures, including batch records and equipment logbooks.**
* **Adhere to cGMP guidelines and best practices, maintaining compliance with good documentation practices.**

*Assistant Manager*

*Family Dollar, MD*

December 2021– June 2022

**Key Qualifications & Responsibilities**

* ** Provide customer service to customers in a courteous manner by assisting them with their needs.**
* **Answer questions, provide information, and help customers find products they are looking for.**
* **Assist store managers in maintaining inventory levels and ensuring that shelves are stocked with merchandise**
* **Keep track of sales and ensure that cash registers ring up accurate numbers**
* **Set employee schedules and monitor performance of employees**
* **Conduct audits and inspections of stores to ensure compliance with company policies and procedures**
* **Hire and train new employees**
* **Delegate work as needed**
* **Maintain records of transactions and other financial matters**
* **Prepare reports and make recommendations regarding operations**
* **Meet with management periodically to provide updates on operations and suggest improvements**
* **Maintain inventory control**
* **Track and report on any problems or issues that may arise within the organization**
* **Fill in for absent managers when necessary**
* **Monitor and evaluate the effectiveness of the department’s programs and services**
* **Manage the budget and make sure it is balanced**
* **Work with vendors and suppliers to obtain supplies and equipment.**

Garden and Hardware Associate

*Home Depot, MD*

*June 2021-Febuary 2022*

**Key Qualifications & Responsibilities**

* **Providing customers with product knowledge and recommendations to help them select the right plants for their needs**
* **Ordering inventory, supplies, and equipment as needed to ensure adequate supply levels of all products**
* **Assisting customers with selecting and purchasing materials, supplies, and equipment for home improvement projects**
* **Assisting in the installation of products, such as windows and doors, walls, floors, and cabinets**
* **Recommending alternative products to meet customer needs and budget constraints**
* **Creating displays and models of rooms to help customers visualize different design options**
* **Helping customers plan, design, and maintain their lawns, landscapes, shrubs and trees**
* **Managing the work of other employees in the department, including hiring, firing, and training employees as needed**
* **Providing information about products and services to customers who visit the store or call for information**

**Key Achievement:**

* Awarded 'Employee of the Month' three times for punctuality and customer satisfaction.

**Education**

University Of Ghana

September 2008–August 2012

**Skills**

* Customer service
* Time management
* Physical strength and stamina
* Ability to work under pressure
* Basic maintenance knowledge