

# MORGAN OHENE ASARE

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■ MOBILE: +447946061501 ■ ohenemorgan@gmail.com

## PERSONAL SUMMARY

Morgan is an IT enthusiast who holds a Bachelor Degree in Telecommunications Engineering and Masters in Computing. He has a wide range of experience both in Information Technology and Telecommunication Engineering field. Currently, He works as a Technical Support Engineer with excellent knowledge in QMS, SAP ERP and IT infrastructure.

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## EDUCATION

- **De Montfort University - Leicester, England (2017-2018)**

**Master of Science: Computing**

Courses Studied: Human Factors in System Design, E-Commerce Software (ASP.NET in C#), E-Commerce Systems Research, Ethics and Professionalism in Computing, Object Oriented Programming (Java), Data Base Systems and Designs, Computer Systems and Network, Systems Analysis and Design.

- **Ghana Technology University College, Accra (2012-2014)**

**Bachelor of Science: Telecommunications Engineering**

Courses Studied: Data communication, Digital Signal Processing, Communication Electronics, Basic Accounting, Communication Networks and Antenna Propagation, Electromagnetic Compatibility, Mobile and Satellite Communication, Optical Fibre Communications, Emerging Technologies.

- **Ghana Technology University College, Accra (2009-2012)**

**Diploma: Telecommunications Engineering**

Courses Studied: Data communication, Digital Signal Processing, Communication Electronics, Communication Networks and Antenna Propagation, Electromagnetic Compatibility, Mobile and Satellite.

- **Armed Forces Senior High School- Kumasi (2005-2008)**

Courses Studied: Building Construction

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## PROFESSIONAL COURSES

- **SAP Certified Technology Associate – System Administration (SAP HANA) with NetWeaver 7.5 (2021)**

**Modules:** SAP Systems Concept, Database Administration, System Administration, SAP Fiori, Transport Management, Installation and Patching SAP Systems.

- **SAP Business Process Integration S/4 HANA (2020)**

**Modules:** SAP ERP Basics and Navigation, SAP Accounting Basics, Purchase to Pay Process in ERP/Fiori, Plan to Produce Process SAP ERP/Fiori, Order to Cash SAP ERP/Fiori.

- **SAP ACTIVATE PROJECT MANAGEMENT (2020)**

**Modules:** Agile Delivery Approach, Agile Project Planning, New Implementation SAP S/4HANA Cloud Concepts, Selective Data Transition Concepts, System Conversion Concepts.

- **Admin Telecom Academy, Accra (2014)**

**Certificate:** Fibre Optics and Microwave Transmission

**Modules:** Network overview, Microwave system overview, Microwave configuration, Fusion splicing, Testing light power meter, Optical fibre cable enclosure, Testing OTDR

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## **WORK HISTORY**

### **Software Support Engineer (03/2023 - Present)**

#### **CST Pharma Limited**

- Acting as the main specialist of the Electronic Quality Management system (resolving and responding to teams via phone and email)
- Maintaining the health of the database by monitoring the storage availability
- Write basic SQL queries to retrieve data from the database
- Documenting SOP's of modules in the eQMS application
- Training the eQMS application administrators on best practices
- Writing Work instruction on how to use various (especially eQMS and V-Soft) in-house applications
- Raising change control request for major and minor changes on the eQMS system
- Review Quality Management System Documentation
- Liaising between CST Pharma and external IT support companies to resolve system related issues
- Act as the project coordinator for Quality Management system upgrades
- Creating simple excel formulas for different departments

### **Technical Support Engineer (06/2022 – 03/2023)**

#### **Ideagen Company**

- Q-Pulse (Quality )Installation
- Q-Pulse Administration (On-premise / Cloud)
- Database Installation (SQL)
- Database Backup /Database Restore
- Troubleshooting
- Remote Support (Phone calls and Remote Sessions)

### **SAP Technical Consultant (10/2020 – 02/2022)**

#### **Persol Systems Limited**

- S/4HANA 1909 Installation and Upgrade
- Installation of Databases (HANA/SQL)
- System Monitoring
- Business One Administration (On-premise / Cloud)

- Installation of SAP Business One
- Suse Linux Administration
- Database Backup and Recovery
- Customer service
- Remote Support

### **Systems Administrator (01/2019 - 05/2019)**

#### **Nsano Ghana Ltd.**

- Daily systems availability monitoring
- Application configuration and deployment
- Backup management
- Software installation and updates
- Active Directory Management
- Website deployment
- System inventory keeping

### **Convergent Billing Engineer (11/2014 – 02/2016)**

#### **Millicom Ghana (Tigo) - Accra**

- Short code configuration on CBS.
- Configuration of Post-paid / Prepaid and Hybrid Products on CBS.
- Providing solutions to problems encountered with post-paid, hybrid and prepaid subs.
- Performing general node checks to make sure there is system is availability

### **PABX Technician (2012 – 2013)**

#### **Ministry of Defence (National Service) - Accra**

- Routine checks to produce a reliable PABX system.
- Worked on fax machines.
- Networking
- Recording and interpreting results and presenting to supervisor

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### **PERSONAL SKILLS**

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|--|-------------------------|
| • Appreciable programming skills (java, c#)  | • Writing Documentation |
| • Knowledge in Linux systems.  | • Tutoring              |
| • knowledge in SQL, Oracle.  | • Product Testing       |
| • Working knowledge in Microsoft Word, Microsoft Excel, Microsoft Power Point and Windows. | • Time Management       |
| • Good communication skills.   | • Hardware Evaluation   |
|  | • Data management       |

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**Reference:** Available upon request.