

THOMAS YAW ASANTE
thomasyaw2000@gmail.com
+233249627687

OBJECTIVE

Experienced Computer Assistant who has extensive experience with customer support and back-end technical work. Adept at software and hardware upgrades customer training and logging network troubleshooting issues. Specializes in operating system support and application development.

WORK EXPERIENCE

09/2015 - 09/2018, MIS , Ayawaso north municipal assembly (nabco personnel agric department)

- Develop and Maintain Organization Network and Databases
- Ensure Stable Operation of Organization's Network and Databases
- Implement Software and Security Updates
- Troubleshoot and Fix IT Issues
- Manage IT Staff

09/2015 - 09/2018, IT Engineer, Engineering and Development consultant Ghana

- Responsible for logging all network and workstation issues that occurred each day.
- Install hardware and software systems
- Maintain and repair IT equipment
- Troubleshoot a variety of computer issues
- Set up computer security measures
- Configure computer networks
- Offer technical support on-site or via phone or email
- Maintain record of daily data communication transactions, problems and remedial actions taken
- Control of architecture drawings in office and sites
- Resolved any virus and malware issues and managed Windows and Linux servers.

05/2012 - 09/2015, IT support officer Omni-IT Consulting / GKL Ghana Ltd

- Installation and maintenance of all systems within a client's digital environment.
- Producing documentation on operational, system and user procedures & guidelines
- Providing advice on selection and purchase of IT equipment.
- Maintaining maximum availability of supported services for users
- Performing routine audits of systems and software.
- Performing backups.
- Applying operating system updates, patches, and configuration changes.
- Ensuring that support calls are logged and handled effectively and efficiently.
- Responsible for disaster recovery, closing security loopholes and access levels.
- Ensure adequate antivirus protection & solutions are maintained and updated
- Adding, removing, or updating user account information, resetting passwords.etc.
- Installing and configuring new hardware and software
- Ensuring that the network infrastructure is up and running.
- Setting up computer security measures
- Offering technical support onsite and via phone or email

05/2009 - 09/2011, IT support Engineer Ministry of Road and Highways

- Helped migrate services from Windows Server 2003 to Windows Server 2008 R2.
- Managed SQL Server 2005 & Exchange 2007, and over 300 user accounts in Active Directory.
- Managed and Administered Windows XP and Windows 7 workstations and laptops.
- Supported and maintained servers and backups.
- Supported Microsoft Office 2007/2010.
- Shared knowledge with new recruits.
- Installing hardware and software systems
- Maintained various hardware and software and worked on the improvement of data security.
- Troubleshooting a variety of computer issues
- Configured VPN, backed up and restored data, and managed relevant correspondence.

EDUCATIONAL QUALIFICATIONS

2021 GHANA TECH LAB

Certificate in Data Science Training

2007- 2009, IPMC COLLEGE OF TECHNOLOGY GHANA

Diploma in Engineer

2010, Microsoft Certified System Engineer (MCSE) 2003

2003 – 2006, APOSTLES REVELATION SOCIETY TECHNICAL INSTITUTE

Diploma Certificate in auto mobile engineering

INTERESTS

- Music, Football , Painting

REFERENCES

Mr Alan Archampong

Administrator

EDC Engineering and Development

Tel 0547330497

aarchampong@gmail.com

Mr. Victor Amamu

The Director of Rsim - research statistics & information management

P.O. Box M 57. Accra, Ghana

+233 302 681668

Amamu.victor@mrt.gov.gh

