Emmanuel Abrokwa
Hawthorne, CA
abrokus@hotmail.com
2133210128

Competent IT professional with 15 years of experience in various IT support roles. Currently administer and develop voice over ip (VoIP) system for all users across the entire enterprise. Prior roles included Information system administration, relationship management and user training, self -Motivated, Detail oriented, Quick learner, Analytical, Change Management.

#readytowork

Willing to relocate: Anywhere

Work Experience

**System Administrator**
A&A Telecoms - Hawthorne, CA
February 2014 to Present

AA Telecoms

Responsibilities
Assist in configuration of Server. Day to day system management. Assist customers with their personal computers and phone systems.

Accomplishments
finish on time and
accuracy

Skills Used
Hardware and software configurations.

Coordinator/Manager

AA Telecoms - Hawthorne, CA - February 20012 to Present

Responsibilities
Customer relation, technical support

Accomplishments
Increase customer base to full
capacity Skills Used
computer, Internet and research VoIP system

Education

High school or equivalent

Skills

- VISUAL STUDIO
- APPLICATION DEVELOPMENT
- CONTENT MANAGEMENT
- HTML
- PHP
- sql
- vmware
- Linux Administrator
- System Administrator
- Linux
- Troubleshooting
- Customer Service
- IT Experience
- MySQL
- Operating Systems
- CSS
- Computer Networking
- Web Development
- Microsoft SQL Server
- Active Directory
- Adobe Dreamweaver
- VoIP

- LAN
- DNS
- TCP/IP
- Microsoft Windows Server
- DHCP
- Technical Support
- WAN

Assessments

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**Typing — Familiar**
April 2020

Transcribing text using a standard keyboard.
Full results: https://share.indeedassessments.com/share_to_profile/c5771e375773c6205e6f08e6e683f0e5eed53dc074545cb7

**Data Entry Clerk — Familiar**
April 2020

Maintaining data integrity by detecting errors.
Full results: https://share.indeedassessments.com/share_to_profile/ed56c178a3f946c4939cb4ae7ef9090aeed53dc074545cb7

**Technical Support — Highly Proficient**
January 2020

Performing software, hardware, and network operations. Full results:
https://share.indeedassessments.com/attempts/b70c2aa3a1ba5405df044ae5ac7565b7eed53dc074545cb7

**Technical Support: Customer Situations — Highly Proficient** March 2020

Responding to technical support situations with sensitivity. Full results:
https://share.indeedassessments.com/attempts/

[cdb2abafc40b32bafebe6b481d7e067aeed53dc0745 45cb7](#)

### Basic Computer Skills: PC — Highly Proficient

January 2020

Performing basic computer operations, navigating a Windows OS, and troubleshooting common computer problems.
Full results: [https://share.indeedassessments.com/ share_to_profile/936b82beef5b43f49a3824e485abe9c5eed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/936b82beef5b43f49a3824e485abe9c5eed53dc074545cb7)

### Customer Service — Proficient

October 2018

Measures a candidate's skill in evaluating approaches to customer service & satisfaction. Full results: [https://share.indeedassessments.com/ attempts/57d6ef97cfdabb8e2c8958d3eeefc121eed53dc074545cb7](https://share.indeedassessments.com/attempts/57d6ef97cfdabb8e2c8958d3eeefc121eed53dc074545cb7)

### Customer Focus & Orientation — Completed

October 2018

Measures a candidate's ability to respond to customer situations with sensitivity. Full results: [https://share.indeedassessments.com/ attempts/0543327faffa924c90f76642c0f01c79eed53dc074545cb7](https://share.indeedassessments.com/attempts/0543327faffa924c90f76642c0f01c79eed53dc074545cb7)

### Written Communication — Familiar

October 2018

Measures a candidate's ability to convey written information using proper grammar rules. Full results: [https://share.indeedassessments.com/ attempts/0cf8cf00226072863d4889d8566f0e7ceed53dc074545cb7](https://share.indeedassessments.com/attempts/0cf8cf00226072863d4889d8566f0e7ceed53dc074545cb7)

### Work Style: Reliability — Expert

April 2020

Tendency to be dependable and come to work.
Full results: [https://share.indeedassessments.com/ attempts/62f8db0377cae0f3f667f9b8b79059a1eed53dc074545cb7](https://share.indeedassessments.com/attempts/62f8db0377cae0f3f667f9b8b79059a1eed53dc074545cb7)

### Technical Support: Customer Situations — Completed

April 2020

Responding to technical support situations with sensitivity. Full results:
[https://share.indeedassessments.com/](https://share.indeedassessments.com/)

Additional Information

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SKILLS
Hardware and software skills, Troubleshooting personal and enterprise computers
Computer repair, Solid working knowledge of MS Office, Internet skills, basic graphics, Quick Books, Knowledge of administrative and clerical procedures, Bookkeeping (Accounts payable and receivable).
Basic graphic design (coral draw), QuickBooks Accounting,

Voice over IP setup and solution (VOIP)

Basic Linux, Window servers and Mac

Web Application development

Software Knowledge:

Microsoft Office all versions

Corel Draw

Basic php

HTML 5, CSS

Content management systems

Dreamweaver, macromedia fireworks

Visual Studio (Visual Basic and web technology)

QuickBooks proficiency
performance monitoring,
security
trouble shooting
 backup and data recovery.