**Shadrach Paa Kweku Wilson**

**AREAS OF EXPERTISE** **PERSONAL SUMMARY**

Systems Administration

Project Management

Server Configuration

Technical Support

Network Service Support & Management

CCNA

VMWare Technologies

Virtualization

Security Support

VOIP

Linux & Open Source

Web Front-End Designing

Newtek Tricaster Support

Adobe Creative Suite

Corel Draw Suite

Vmix Video Production

**PROFESSIONAL**

MCSE

**PERSONAL SKILLS**

Technically minded

Proactive

Analytical

**PERSONAL DETAILS**

Shadrach Paa Kweku Wilson

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LinkedIn: https://www.linkedin.com/in/shadrach-wilson-

95b440a4

DOB: 19th May 1982

Driving License: Yes

Nationality: Ghanaian

A highly competent and organised systems administrator with experience of software procurement, installation, administration & compatibility. Possessing a proven ability to assist with the day-to-day running of an IT department and its business IT systems. Extensive knowledge of monitoring and controlling data security within guidelines to ensure compliance and report on possible improvements. Well mannered, articulate and able to act as point of contact for colleagues and external clients.

Looking for a suitable Systems Administrator position with an exciting, innovative and ambitious company that offers room for progression.

**WORK EXPERIENCE**

***ICGC – Christ Temple – Abossey Okai, Accra***

SYSTEMS ADMINISTRATOR June 2008 - 2018

Acting as technical lead to identify and implement solutions to problems affecting IT services. Providing 1st / 2nd Line and some 3rd Line support over the telephone, remotely and face to face to clients & internal staff members.

***Duties****:*

* Installation and maintenance of all systems within a client’s digital environment using management toolkits.
* Producing documentation on operational, system and user procedures & guidelines.
* Building, configuration and troubleshooting of server and desktop hardware.
* Providing advice on selection and purchase of IT equipment.
* Maintaining maximum availability of supported services for users.
* Obtaining quotes for supply of goods and services from suppliers.
* Designing, implementing and managing Active Directory.
* Monitoring the progress of third-party maintenance contract suppliers.
* Ensuring that support calls are logged and handled effectively and efficiently.
* Responsible for disaster recovery, closing security loopholes and access levels and performing regularly scheduled tape backups and verifying backups via test restores.
* Ensure adequate antivirus protection & solutions are maintained and updated.
* Verifying LAN and WAN connectivity
* Identify and recommending improvements for E-mail applications & Web-page development.

**WORK EXPERIENCE**

***Otabil & Associates – Trust Towers, Accra***

HELP DESK SUPPORT TECHNICIAN August 2003 - September 2004

Acting as support technician to help users with day-to-day IT support needs.

***Duties****:*

* Serving as the first point of contact for users seeking technical assistance over the phone or email.
* Performing remote troubleshooting through diagnostic techniques such as PC rollouts, Installation, removals, hardware & software audits, SOE imaging, data transfer, post installation support and pertinent questions.
* Determining the best solution based on the issue and details provided by users.
* Walk users through the problem-solving process
* Record events and problems and their resolution logs
* Identify and suggest possible improvements on procedures.

**KEY SKILLS AND COMPETENCIES**

* Knowledge of Apache HTTP Server, Adobe Dreamweaver, Photoshop, Corel Draw X7.
* Knowledge & understanding of backup technologies & disaster recovery methods.
* Experience of using System Administration tools such as Hyena, Dame ware, The Dude (Mikrotik).
* Good understanding of: Server Hardware Technology, UNIX, SQL, LANs, WANs, Wi-Fi Technologies & Configuration.
* Experience of: VMWare, Windows Server 2003, 2008, 2012 and 2016 Active Directory Group Policies, TCP/IP, and DNS.

**ACADEMIC QUALIFICATIONS**

MBA (Hons) MBA with Information Technology as concentration

***Westcliff University, Irvine California, USA 2019 - Present***

Certificate (Project Management)

***Regent Business School, Johannesburg, South Africa 2018***

BSc (Hons) Information Technology

***Methodist University College, Ghana 2012 – 2015***

Diploma (Hons) Systems Engineering

***Intercom Programming & Manufacturing Co. (IPMC).***

***2010 - 2012***

Practical Hardware & Networking.(mcse2003) curriculum.

Certificate (Hons) Graphics & Web Designing

***Intercom Programming & Manufacturing Co. (IPMC).***

***May – September 2007***

Practical Interface Designing & Desktop Publishing.

SSCE Certificate

***Salem Secondary School 1998 – 2000***

General Arts

**REFERENCES**

Isaac Bansah (Mr.)

Lecturer (Methodist University College)

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Benjamin Boahene Akufo (Mr.)

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