



# DESMOND DEVEH

## IT SUPPORT SPECIALIST

### CONTACT

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Takoradi, VRA township(F3A)

**Language:** English | [Linkedin](#)

**Sex:** Male / **Marital Status:** Single

### EDUCATION

HIGHER NATIONAL DIPLOMA

Computer Science

Sunyani Technical University

August 2019 – September 2022

WASSCE

General Arts

Barekese Senior High School

October 2014 – June 2017

### PROFESSIONAL CERTIFICATES/TRAINING

Google IT Support Specialist

Commonwealth – Coursera

January 2023 – June 2023

Vulnerability and Treat Response

Qualys Guard Training.

Information Security -GreatLeaning

Cybersecurity - GreatLeaning

### SKILLS

LAN/WAN

DHCP, DNS, IPv4 address and TPC/UDP

IP Addresses and Subnetting

Routing Protocols -BGP, OSPF, ECMP

VPN

Firewalls (pfSense FortiManager / FortiGate)

Network Virtualization

Python, C, HTML, CSS, JavaScript, php

Operation System (Linux & Windows)

### CAREER OBJECTIVE

Motivated IT professional with expertise in programming and a strong background in networking. Dedicated to leveraging my programming skills and networking knowledge to support the department and maintenance of robust network infrastructure. Committed to delivering exceptional technical assistance and troubleshooting expertise to ensure optimal network performance. Ready to contribute to a dynamic networking environment, utilizing my programming skills to enhance network efficiency, reliability, and security while proving excellent client support in the Industry.

### WORK EXPERIENCE

Network Technician - National Service

Management Information System Dept. Volta River Authority.

Takoradi Thermal Station

**November 2022 – Current**

- Charged with Operating system and Application software installation.
- Charge with Configuring, installing, managing, and monitoring network device like wireless AP, network cable extensions, DHCP and static Ip address assignment.
- Charge with IP printers' configurations and troubleshooting by assisting clients.
- Charge with Preventive Maintenance and PC auditing to promote PCs health and Promote Green Computing.
- Charge with providing IT support to setup online environment for safety meeting weekly and other event.
- Remotely assisting works using Remote Access Control Technology
- Troubleshooting MS SaaS on client pc like MS Teams, outlook and MS office, Excel, Projects support.
- Systems Backup.

Computer Service Assistance – Internship

12B Print

Techiman

**May 2022 – June 2022**

- ♦ Installing printer over network for centralize printing.
- ♦ Installing Operating Systems and application software on company pc.
- ♦ Charge with computer component installations like changing PC RAM, network interface card, Hard disk, and device drivers.
- ♦ Assign to Interact and communicate with users for complains.
- ♦ Keeping records of daily incidents.

### RELEVANT INFORMATION

- ♦ Good communication in English and Strong Interpersonal Skills.
- ♦ Ability to network computer equipment, servers, Network Attached Storage (NAS) devices, and internal computer processes.
- ♦ Physically fit, able to work in confine spaces, crawl and lift heavy objects.
- ♦ Valid Driving License (B)

## **REFEREES**

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Dr. Ben Beklisi Kwame Ayawli (PhD, GhIE)  
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