DESMOND DEVEH

IT Technician

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EXPERIENCE / KOKEA

IT Technician

Volta River Authority   📅 11 /2022 – 07/2024   📍 Ghana

- Performed several technical troubleshooting within the enterprise, including system crashes, slowdowns, and data recoveries.
- Charged to install, configure, join computer to domain, and repair computer hardware.
- Collaborated with network teams to ensure seamless connectivity for workstations and peripheral devices.
- Charged with operating system and application software installation.
- Charged with configuring, installing, managing, and monitoring network devices.
- Managed 30+ priority ticket issues per day.
- Documented processes and achieved consistent satisfaction.

Sales Executive Unit (Remote)

FBNBank Ghana Ltd   📅 02/2024 – present   📍 Ghana

- Gathered and analyzed customer data to drive informed decisions.
- Assist client engagement and sales operations.
- Manage reporting and data entry service for the sales unit.

Full Stack Developer (Junior level)

CyberTerk Ghana   📅 07/2020 – 10/2022   📍 Ghana

- Collaborated on developing and maintaining web applications, including a School Voting System with real-time monitoring.
- Employed JavaScript, PHP, HTML/CSS, and MySQL to build, test, and optimize responsive designs.

EDUCATION / KOULUTUS

ROBOTIC AND PROGRAMMING

Kitee Evankelinen Kansanopisto

- 08 / 2024 – 12 /2026   📍 Kitee, Finland
- Expected Graduating : December, 2026

Bachelor of Technology, Information Technology

Takoradi Technical University

- 11 / 2022 – 10 /2023   📍 Ghana
- **Research:** Simulating Fault Tolerance in Cloud Computing By Migration using CloudSim 6.

HND Computer Science

Sunyani Technical University

- 11 / 2022 – 10 /2023   📍 Ghana
- **Research:** Developed Crop Disease Detection Algorithm using CNN

SUMMARY / YHTEENVETO

An accomplished IT and Network Support Engineer with extensive experience in L1 and L2 support for diverse desktop and server hardware, specializing in managing both Linux and Windows servers within virtualized environments. Skilled in diagnosing and resolving technical issues across Windows systems and networking devices, with proficiency in addressing operating system challenges. Equipped with deep knowledge of networking fundamentals, including DHCP, DNS, IP addressing, and LAN/WAN configurations. Adaptable to contract roles, and committed to delivering exceptional customer service, and adept at providing effective on-site support in collaboration with remote teams.

LANGUAGES / KIELI

Language	Level	
English	Advanced	●●●●○
Finnish	Advanced	●○○○○

SKILLS / TAIDOT JA KYVYT

Active Directory   Cloud Computing

Networking   Configurations   DHCP

DNS   VPN   Firewalls   M365

Windows   Linux OS   Troubleshooting

Fast Learner   cyberAnalyst   SolarWind

HTML   CSS   JavaScript   MySQL

Relational Databases   Teams   Bootstrap

Data analysis   Web Development

Computer Hardware   MS Office

Mobile Devices

CERTIFICATIONS & TRAINING / SERTIFIOINNIT

Google IT Support Specialist
- System Administration and IT Infrastructure Services.
- Operating System and You: Becoming a Powerful User
- The Bits and Bytes of Computer Networking
- Version Control System

CISCO CyberOps Associate
- Badge

FIND ME ONLINE / LÖYDÄ MINUT VERKOSTA

🌐 https://www.coursera.org/learner/deveh-2639

🌐 https://github.com/Desmond-netw

🌐 https://www.credly.com/badges/54f9686c-c10a-4bec-afb2-635257e0c76d/public_url

SOFT SKILL / PEHMEÄ TAITO

- Problem-Solving Skills
- Communication Skills
- Attention to Detail
- Time Management
- Teamwork

INTEREST / KIINNOSTUKSEN KOHTEET

- User Experience (UX)
- Helping people
- Soccer
- Movies
- Cooking
- Coding

REFERENCE / VIITE

Mr. Larry Ati-Nhyira Donkor
Senior Computer Programmer Supervisor,
Management Info System
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