EDWARD OWUSU

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PROFESSIONAL SUMMARY

Results-driven IT professional with a Bachelor's in Information Technology Management and currently pursuing a Master of Science in Computer Science and Information Systems from Saginaw Valley State University. Expertise in leveraging technology to drive organizational efficiency, optimize processes, and enhance customer experiences. Skilled in strategic IT planning, project management, and technical leadership. Proven ability to lead cross-functional teams, streamline operations, and implement innovative solutions. Passionate about staying current with emerging technologies and fostering collaboration to drive organizational success. Willing and able to travel regularly across service sites.

TECHNICAL SKILLS

- Windows 10/11 installation and configuration
- PXE boot and OS imaging familiarity
- Hardware and peripheral replacement
- End user support and troubleshooting
- Software/driver installation
- MS Office basics and printer setup
- Basic scripting (Python) and CRM tools
- System migration and workstation upgrade support

PROFESSIONAL EXPERIENCE

Fieldlink Data Center Technician | June 2025 – Present
-Installed and configured hardware including cable and fiber termination
-Performed rack and stack duties for customer equipment
-Conducted on-site installations and hardware swaps

Customer Service Representative
Morley Companies Inc. | April 2025 – June 2025 -Resolved
customer issues quickly and professionally.
-Document interactions clearly in the company system.
-Verified customer data for accuracy and updated database records.

Teacher International Academy of Saginaw | December 2024 – April 2025
- Developed and delivered engaging lesson plans aligned with state and district standards.
- Maintained a disciplined learning environment, fostering academic excellence.
- Facilitated understanding of key math and science concepts.

Dining Service Associate Saginaw Valley State University | September 2024 – December 2024
- Delivered high-quality service to students and staff while adhering to delivery guidelines.
- Ensured the safe handling and delivery of food items.

Information Technology Manager Marks and J Company Limited | May 2023 – July 2024

-Led hardware and software upgrades for the company's workstations

-Provided user support for software issues and trained staff on basic IT usage

- Managed installation and maintenance of Windows systems and IT hardware

System Manager Fripo Cold Store Enterprise, Obuasi | August 2020 – September 2021
- Maintained hardware, software, and network systems to ensure operational efficiency.
- Ensured data accuracy, consistency, and integrity across databases.
-Ensured operational integrity of workstations and supported end users on-site

IT Intern Tech Image Solution Limited | June 2022 – August 2022
- Logged and resolved technical issues from users
- Supported printer installations and MS Office setups
-Gained hands-on experience with help desk systems and basic imaging tools

ICT Teacher Noble Kids Academy | September 2014 – August 2018
- Taught computer literacy, software applications, and internet safety.
- Installed and maintained software updates and security patches.
- Resolved technical issues related to printers, projectors, scanners, etc.

EDUCATION

- **Master of Science in Computer Science and Information Systems | Expected May 2026**

Saginaw Valley State University

- **Bachelor of Science in Information Technology Management | September 2023**
  University of Professional Studies, Accra

- **Diploma in Internet Marketing | May 2017** Scholars
  International Institute of Technology (SIIT)

CERTIFICATIONS

- Professional Certificate in Artificial Intelligence | European Open University | September 2024
- Certificate of Completion | Standing in the Gap Foundation | December 2024
- Certificate of Appreciation | University of Professional Studies, Accra | May 2023
- Entrepreneurship & Leadership Participation | African Magnates Summit | August 2019
- Capacity Building Seminar | Global Leadership Training, USA | May 2019
- Ecobank Digital Banking Workshop | Ecobank Ghana Limited | August 2018
- International Educational Conference | Dayspring Christian University, USA | August 2014

TECHNICAL INTEREST

- Artificial Intelligence Exploration
- Learning Emerging Technologies

LEADERSHIP EXPERIENCE

- Coordinating Secretary, COCR, University of Professional Studies, Accra |
  September 2022 – May 2023
- Class Representative, University of Professional Studies, Accra
  | September 2018 – May 2020

LANGUAGES

- English : *Proficient* (C2Level)
- Twi : Native