

# Ellis Armah Ayikwei

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Experienced IT support technician with 5+ years of experience providing IT support to customers and clients. Skilled in troubleshooting and resolving technical and software issues, coding, managing and maintaining network infrastructure, and providing training and support to end-users. Strong ability to work well under pressure and deliver results in a fast-paced environment. Detail-oriented team player with strong organizational skills. Ability to handle multiple projects simultaneously with a high degree of accuracy. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals. Hardworking and passionate job seeker with strong organizational skills eager to secure entry-level position. Ready to help team achieve company goals.

Willing to relocate: Anywhere

## Work Experience

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### **Packaging personnel**

**Olam Agri - Accra**

January 2019 to Present

- Loaded and unloaded products accurately in fast-paced environment.
- Wrapped and moved pallets and stock, adhering to safety regulations for continued best practice.
- Performed thorough quality checks, maintaining excellent standards across smooth-running production lines.
- Picked and dispatched products Accurately and efficiently, exceeding time and accuracy targets
- Operated, cleaned and inspected equipment to maintain performance and maximize production outputs.
- Completed work following safety rules for best working practices.

- Attended Health and Safety training to ensure consistent adherence to warehouse safety policies
- Picked, packed and dispatched high-volume orders, consistently exceeding warehouse performance targets.
- Operated hoists, hand folks and stitching machines.
- Listened closely to instructions, carrying out fast-paced picking and packing in line with targets.
- Minimized product damage, ensuring goods were correctly handled and stored to task specifications.
- Reported issues and damages to senior warehouse staff, enabling prompt, effective resolutions.

## **IT Support Technician - (part-time)**

**TRADEHUT Gh - Accra**

January 2014 to January 2023

- Adhered to safety protocols and policies to reduce workplace hazards.
- Applied knowledge of standard equipment and manufacturer repair guidelines.
- Assembled and disassembled computer and mobile device for repairs
- Built and Maintained networks and devices of homes and small enterprises
- Built minor shop management software for small enterprises with php MySQL and JavaScript
- Demonstrated respect, friendliness and willingness to help wherever needed.
- Developed detailed maintenance schedules for Type equipment to maximize equipment lifetimes.
- Diagnosed and troubleshoot problems, repairing and restoring machines to peak performance.
- Documented all changes and actions in computer-based tracking system.
- Repaired and restored faulty devices like laptops and mobile phones.
- Efficiently troubleshoot and repaired Type equipment to cut company costs and maximize productivity.
- Explained diagnostic findings to customers and outlined repair or service options.
- Effectively used Microsoft office for various task (Excel, word, outlook, teams, PowerPoint, Access, Visio).
- Managed social media Accounts for small businesses (Digital marketing)
- learned new skills and applied them to daily tasks, improving efficiency and productivity.

- Upgraded firmware of devices from windows to iOS devices
- Worked flexible hours; night, weekend, overtime holiday shifts.

## **IT Software Support & Assistant Technology officer**

**Hardnas Hex- Accra**

July 2018 to September 2018

- Assisted customers with product selection based on stated needs, proposed use and budget.
- Collaborated with third-party vendors to implement new systems.
- Completed and submitted monthly and yearly reports to support executive decision making.
- Created IT strategy and set all infrastructure policies.
- Designed enterprise-level technological blueprints and system architectures.
- Documented transactions and support interactions in system for future reference and addition to knowledge base.
- Improved program delivery performance and reliability.
- Installed security applications and devices and suggested additional security measures.
- Laid out complete business continuity plan to maintain data protection in event of natural disaster or long-term outage.
- Loaded software, granted permissions and configured hardware for new employees as part of onboarding process.
- Maintained familiarity with API and authentication mechanisms for supported products.
- Maintained thorough understanding of all key and current technologies, platforms and trends.
- Managed company-level architecture, platform and data configuration processes and implementation protocols.
- Managed high levels of call flow and responded technical support needs.
- Offered troubleshooting of connectivity issues across networks such as Wi-Fi and cellular.

- Provided support for networking protocols and characteristics.
- Provided Tier 1 IT support to non-technical internal users through desk side support services.
- Resolved escalated issues by serving as subject matter expert on wide-ranging issues.
- Supported current and emerging programs through interactions with high-level customers, business partners and external vendors.
- Used ticketing systems to manage and process support actions and requests.
- Worked flexible hours; night, weekend, and holiday shifts.
- Wrote and reviewed tickets to request maintenance to various types of equipment.

### **Waiter and bar back - Part time**

#### **Bruce services - Accra**

January 2017 to January 2019

- Assisted customers with menu selection, offering knowledge of current special dishes and personal recommendations to build rapport.
- Checked in with customers during meals to check orders were received correctly and met guests' expectations.
- Warmly greeted guests upon arrival to create welcoming atmosphere.
- Processed cash and card payments promptly, minimizing customer waiting times and enabling swift table turnarounds.
- Welcomed guests with warmth and enthusiasm, recommending beverage and snack choices based on customer preferences.
- Assisted the bar man most at times when there is pressure on the bar
- Performed barback duties

### Education

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#### **WASSCE - Visual Arts (Graphic design)**

Armed forces Senior High Technical school - Accra

September 2014 to May 2017

## **Bsc. Information Technology**

Ghana Communications Technology University - Accra

January 2022 to Present

### Skills

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- Active Directory
- Adobe Photoshop
- Adobe XD
- C++ (less than a year)
- Computer hardware
- Computer repair
- Customer service
- UX/UI/SEO
- Desktop Support
- Hand tools
- Hoist operation
- Linux
- Mac OS
- Manufacturing
- Microsoft Office
- Mobile devices repair
- MySQL
- Network support and networking
- Operating systems
- PHP
- Python
- Technical Support
- Virtual machine
- VPN
- Warehouse experience
- XML
- SSH/TCP/IP
- Git\GITHUB
- Bootstrap
- Flutter

### Languages

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- French - Beginner

### Certifications and Licenses

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#### **Google Professional IT support certificate**

January 2023 to Present

#### **Google digital marketing and SEO**

January 2022 to Present

## REFEREES

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**MR. Reginald Ashifi**

**Shift Miller -Olam Agri**

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