

ALAINDOLPH KAFUI KORBLAH YEVUGAH

368 Forest Hill Road, Fredericton, New Brunswick
Makinsk St, Oyibi, Accra
+233540661143, kaykorblah@gmail.com

PROFESSIONAL SUMMARY

A self-motivated IT Professional experienced in assisting and managing IT operations as well troubleshooting computer hardware and software issues in customer-focused environments. Also a detail-oriented team player with strong organizational skills and the ability to handle multiple projects simultaneously with high accuracy. I am seeking and aiming to maintain a full-time position that offers professional challenges utilizing interpersonal skills, excellent time management, and problem-solving skills.

PERSONAL SKILLS

- Excellent problem-solving skills
- Excellent team collaboration and leadership skills
- Superb communication and decision-making skills
- Customer service skills
- Time management skills
- Proactive and easily adaptable
- Interpersonal skills
- Attention to detail
- Organized and reliable
- Management skills

WORK SKILLS

- Web Development skills
- Hardware and Software installation and maintenance skills
- Troubleshooting skills
- Administrative skills
- Networking skills
- Microsoft Office
- Microsoft Windows

WORK HISTORY

IT/RECORDS ADMINISTRATOR (PAID INTERN)

Ministry of Education - Accra, Ghana

06/2023 -

- Completed research, compiled data, updated spreadsheets and produced timely reports.
- Open and distribute regular and electronic incoming mail.
- Type and proofread correspondence, forms, and other documents.
- Greet people and direct them.
- Sorted and organized files, spreadsheets, and reports.
- Explored new technologies and approaches to streamline processes.
- Identified computer hardware and network system issues, performing troubleshooting techniques for remediation.

- Proved successful working within tight deadlines and a fast-paced environment.
- Analyzed problems and worked with teams to develop solutions.
- Followed confidentially regulations to maintain privacy.
- Installed application software and upgrades, virus protection, and drivers.
- Resolved Internet and wireless and wired network access problems.
- Delivered assistance and support for team-based IT projects.

IT SALES SUPERVISOR/ASSOCIATE

DD Wines and more - Oyibi, Ghana

07/2021 -

- Created a Microsoft Excel workbook to monitor the stocks, profits, and losses of the SME.
- Created a Microsoft Excel workbook to calculate the profits and losses of the day, week, and month of the SME.
- Supervised a team of 3 people.
- Trained the team on how to use the Microsoft Excel workbook effectively.
- Demonstrated respect, friendliness, and willingness to help wherever needed.
- Exercised leadership capabilities by successfully motivating and inspiring others.
- Engaged large and medium end-users to deliver the company's total value proposition to increase sales.
- Educated new sales staff on store policies and customer support operations.
- Strengthened merchandising and promotional strategies to drive customer engagement and boost sales.
- Effectively coached team members to reach weekly and monthly sales goals.
- Checked store merchandise regularly for proper display and replenishment.

IT/RECORDS ADMINISTRATIVE ASSISTANT

Ministry of Energy – Accra, Ghana

09/2020-12/2020

- Greet people and direct them.
- Sorted and organized files, spreadsheets, and reports.
- Analyzed problems and worked with teams to develop solutions.
- Followed confidentially regulations to maintain privacy.
- Installed application software and upgrades, virus protection, and drivers.
- Resolved Internet and wireless and wired network access problems.

EDUCATION

Bachelor of Science: Information Technology Management

2021/01 -

University of Professional Studies- Madina, Greater Accra Region, Ghana

- Programming I & II (c++, python)
- Operating Systems
- CISCO
- Web Development and Technologies (Html, Css, JavaScript)
- Computer Hardware Systems
- Database Management Systems I & II (SQL)
- Systems Analysis and Design
- Management Information Systems
- Business Ethics, statistics and Finance

- Economics
- Research Methods and Communication Skills

Senior High School Diploma: General Science & Elective IT

Koforidua Senior High Technical School – Koforidua, Eastern Region. 09/2017-09/2018

St. Peter's Missions School - Botwe, Greater Accra Region, Ghana 09/2018-09/2020

- West African Senior School Certificate Exam
- Core & Elective Information Technology
- Core & Elective Mathematics
- English Grammar & Literature
- Integrated Science
- Social Studies

Junior High School Diploma:

De Youngsters International School - Adenta, Greater Accra Region 09/2014-06/2017

- Basic Education Certificate Exams
- Core Information Communication and Technology (ICT)
- Basic Design and Technology (Pre-technical Skills)
- Integrated Science
- Core Mathematics
- English Grammar & Literature
- French Language
- Social Studies

CERTIFICATES

- WEST AFRICAN SENIOR HIGH SCHOOL CERTIFICATE (WASSCE)
- BASIC EDUCATION CERTIFICATE EXAM (BECE)

ACCOMPLISHMENTS

- Best BECE ICT student of the DEYIS 2017 year group.
- Best WASSCE IT student of the SPMS 2020 year group.
- Successfully fixed network connectivity and improved efficiency.
- Used Microsoft Excel to develop inventory tracking spreadsheets.
- Supervised a team of 2 members.
- Successfully managed IT and administrative projects from initiation to completion, ensuring deliverables were met within specified timelines and budgets.
- Brought in 60+ new customers as an IT Sales Supervisor/Associate.

INTERESTS

- Problem-solving quizzes and quests
- Web Development and design
- Leadership roles
- Online learning and certificate courses
- Technological innovation

