

## **JECHOLIAH KORKOR NARTEH**

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### **PROFESSIONAL SUMMARY**

Computer Engineering graduate with extensive experience in IT support and incident management. Proven ability to safeguard business continuity and productivity through exceptional uptimes and consistent performance. Skilled in tracking and resolving submitted tickets, preventive maintenance, and rapid response to technical issues. Adept at managing IT service delivery and ensuring optimal system performance.

### **SKILLS**

- IT Service Management
- Windows Administration
- Application Support
- Disaster Recovery Planning
- Software Installation
- Risk Mitigation and Controls
- Microsoft Office for Documentation
- Time management
- Problem Solving
- Creative and analytical
- Team player
- Highly articulate

### **CAREER-RELATED EXPERIENCE**

#### ***NATIONAL SERVICE (IT Support Officer)***

***Ghana Investment Promotion Centre, Accra, Ghana***

***12/2022 – 10/2023***

- Provided technical support to clients via phone, email, and remote access.
- Installed requested software applications and resolved network connectivity issues.
- Diagnosed and troubleshooted system malfunctions, enhancing working efficiency by 30%.
- Conducted regular maintenance checks on hardware, reducing downtime by 30%.
- Monitored system performance and applied optimization where needed thereby boosting operational efficiency by 35%.
- Maintained inventory of IT equipment and tested hardware components prior to deployment.
- Deployed new OS versions across multiple platforms, increasing productivity by 25%.
- Performed administrative tasks as required.
- Documented IT procedures and system configurations which ensured continuity of support.

## **IT Support Officer**

***African University College of Communications***

***11/ 2022 – 10/ 2022***

- Supported end-user technical issues and provided troubleshooting assistance.
- Responded promptly to service requests and installed desktop software titles.
- Maintained and configured hardware components, ensuring optimal functionality.
- Assisted in routine upgrades and system repairs, maintaining inventory records of hardware equipment.

## **IT INTERN**

***Water Resources Commission***

***12/ 2021 – 01/ 2022***

- Supported technical issues and performed troubleshooting on various software applications.
- Provided technical support to users and maintained inventory records.
- Installed, configured, and tested hardware components such as routers, switches and servers.

## **EDUCATION**

***Bachelor of Science in Computer Engineering***

**University of Ghana, Legon**

***2018-2022***

- Coursework: Artificial Intelligence, Software Engineering, Computer Networks, Security in Computer Systems.
- Thesis: A system for cataloguing final year projects with an AI search system.
- Member, Women in Engineering (WINE). - Course Representative.

***West African Senior School Certificate Examination (WASSCE)***

Ofori Panin Senior High School

***2015-2018***

***Basic Education Certificate Examination (BECE)***

5<sup>th</sup> Battalion of Infantry, Burma Camp

***2012-2015***

## **CERTIFICATIONS**

***SORONKO ACADEMY***

***02/2024 – 03/2024***

- Content Creation
- Search Engine Optimization (SEO)
- Internet Security

**ALX**

***05/2024 – 07/2024***

- AI Career Essentials.