Linus M. **Kexordzu**

IT SUPPORT SPECIALIST

Naana Asare st. Lakeside estate, Madina, Greater Accra Region, Rep. of Ghana

☐ (+233) 24-544-4095 | ✉ linus@linuskexdev.com | 🏠 www.linuskexdev.com | 🔲 LinXar-ok | in linus-kexordzu

"There may be no heroic connotation to the word 'Persistence' but the quality is to the character of man what carbon is to steel."

Summary

Entry-level IT professional adept in customer service, troubleshooting, network security, and systems administration. My background includes strong IT support skills and experience with front-end development, ensuring a well-rounded approach to technological difficulties. Known for quickly learning new technologies and bringing a strong work ethic, outstanding organizational abilities, and a cheerful approach to all tasks. Eager to leverage my diverse skill set to contribute to and grow with a forward-thinking team.

Skills

Technical Skills	Operating systems (Windows, Linux, MacOS), Software Management, Computer Architecture, Software Architecture, Troubleshooting, Networking, IT Security, Systems Administration, Data management and recovery, Computer Programming
Soft Skills	Teamwork, Critical Thinking, Problem Solving, Customer Support, Leadership and Management

Experience

IT Support Trainee *Accra, Ghana*

SELF-DIRECTED PROJECTS *Apr. 2024 - Present*

- Gained proficiency in troubleshooting, network security, operating systems, and systems administration by completing the Google IT Support Specialist certification program, ensuring readiness to handle diverse IT challenges effectively.
- Developed practical skills in system management and remote IT support by setting up and managing virtual machines and remote connections to simulate real-world IT environments.
- Maintained system stability and performance by performing system diagnostics and troubleshooting for Windows and Linux, effectively resolving various operating system issues.
- Protected sensitive information and ensured safe data transmission by configuring and maintaining network security protocols, VPNs, and proxies, establishing secure and reliable network connections.
- Improved data accessibility and reliability by developing and implementing directory services, data management, and recovery processes, enhancing data organization and retrieval.

Front-End Developer *Accra, Ghana*

PERSONAL PROJECTS (LOGISTICS$_a pp$) - (E-COMMERCE$_a pp$) *Sep. 2023 - Present*

- Enhanced user experience and interface design by developing responsive and user-friendly web applications.
- Integrated complex systems and functionalities, demonstrating strong problem-solving abilities and technical acumen.
- Applied a deep understanding of front-end technologies, including React, Next.js, HTML5, and CSS, showcasing adaptability and technical proficiency.
- Maintained a commitment to continuous learning and skill enhancement, staying up-to-date with the latest technological advancements.

Pupil's Teacher *Aflao, Ghana*

NEW KINGDOM PREPARATORY SCHOOL *Feb. 2017 - Nov. 2019*

- Managed and guided two classes of 20 grade school students, developing strong leadership and organizational skills.
- Provided personalized mentorship to students, enhancing my ability to effectively communicate complex information and offer tailored support both in groups and one-on-one.
- Designed and implemented weekly lesson plans, terminal reports, and examination questionnaires, demonstrating meticulous attention to detail and strong documentation skills.

Education

Coursera *Online*

GOOGLE IT SUPPORT PROFESSIONAL (CERTIFICATE) *Apr. 2024 - Jul. 2024*

- Completed a comprehensive IT support training program covering troubleshooting, networking, operating systems, system administration, and security.

University of The People *California, USA (Online)*

B.S. IN COMPUTER SCIENCE *Mar. 2021 - Aug. 2025*

- Status: Currently on leave due to financial reasons