MANU BOAFO JESSE

IT Officer | Computer Engineer

📞 **Mobile:** 0200797951 | 📧 **Email:** Kwamejesse41@gmail.com
🔗 **LinkedIn:** linkedin.com/in/manujesse

PERSONAL STATEMENT

A **versatile IT professional** with a **strong background in networking, hardware support, and cloud computing**. Certified in **AWS Cloud Engineering** and **Cisco Networking**, with hands-on experience in **IT infrastructure management, system troubleshooting, and cybersecurity**. Adept at maintaining **hardware components, network security, and database systems** to ensure seamless IT operations. Passionate about leveraging **technology to optimize business efficiency** and drive digital transformation.

CORE SKILLS & COMPETENCIES

✅ **IT Support & Troubleshooting**
✅ **Network Administration (Cisco Certified)**
✅ **Cloud Computing (AWS Certified)**
✅ **Hardware & System Maintenance**
✅ **Cybersecurity & Data Protection**
✅ **IT Infrastructure Management**
✅ **Technical Report Writing & Documentation**
✅ **Graphic & Video Editing (Basic)**

TECHNICAL PROFICIENCY

📄 **Operating Systems:** Windows, Linux
🌐 **Networking:** Cisco Routing & Switching, LAN/WAN Management
☁ **Cloud Platforms:** AWS (EC2, S3, IAM, VPC, Cloud Security)
💾 **Hardware & IT Infrastructure:** Server Setup, Workstation Maintenance
📊 **Software & Tools:** Microsoft Office Suite, QGIS, TCI Scorpio Spectrum Monitoring Software
📧 **Marketing Tools:** Mailerlite, Mail Merge
🎨 **Design & Editing:** Adobe Photoshop, Adobe Premiere Pro (Basic)

WORK EXPERIENCE

National Communication Authority, Accra

📅 **Engineer | Nov 2022 – Oct 2023**
Key Responsibilities:

- **Managed network infrastructure**, ensuring secure and uninterrupted communication services.

- Conducted **frequency planning and allocation** for Land Mobile Radio Technologies.

- Assisted in **RF spectrum analysis** to mitigate interference and enhance connectivity.

- **Maintained and updated IT systems and databases** for communication networks.

- Conducted **hardware maintenance** and troubleshooting for communication equipment.

- Assisted in **licensing and inspection of Land Mobile Services**, ensuring regulatory compliance.

- Prepared **technical reports and engineering documentation** for leadership review.

Nsawam Government Hospital

📅 **IT Technician (Industrial Attachment) | June 2021 – Sept 2021**
Key Responsibilities:

- Provided **IT support for hospital systems**, ensuring smooth network connectivity.

- Installed, configured, and maintained **computers, printers, and peripheral devices**.

- Managed **user accounts, access controls, and data backup solutions**.

- Diagnosed and resolved **hardware and software malfunctions**.

- Provided **cybersecurity awareness** and trained staff on safe IT practices.

ATT Telecommunications – Abofu, Achimota

📅 **IT Technical Support (Industrial Attachment) | June 2021 – Sept 2021**
Key Responsibilities:

- Assisted in **network installation, configuration, and troubleshooting**.

- Monitored **network performance metrics** to identify and resolve connectivity issues.

- Conducted **hardware repairs and upgrades** for telecommunications equipment.

- Developed **IT documentation and technical support reports**.

- Assisted in **data processing and analysis for network optimization**.

EDUCATION & CERTIFICATIONS

🎓 **BSc. Computer Engineering** | Ghana Communication Technology University | **2017 – 2021**

🎓 **Cisco Certified Network Associate (CCNA)** | Cisco Networking Academy | **2024**

🎓 **AWS Certified Cloud Practitioner** | Amazon Web Services (AWS) | **2024**

🎓 **General Science** | Mfantsipim Senior High School, Cape Coast | **2015 – 2018**

REFERENCES

Available upon request.