XVIEN LEONARD ASANTE AGYEI

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SUMMARY

As an Experienced and multi-talented IT Consultant with an established work history in the hospitality and service industry. Strong information technology professional skilled in Networking, Systems Administration, Web Development, Cyber Security, Continuous Improvement. I am a fast learner, a team player, passionate about brilliance and novelty. I employ my knowledge to problem solving for customer satisfaction and business growth.

EXPERIENCE

IT Consultant

CephTech   **August 2023 – Present.**

▪ Front-End web Developer (HTML and CSS).
▪ Webapp/System Security analyst and advisor.
▪ Printer configuration Xerox Large format, HP Laser Jet, Epson Photo printer for print media organizations
▪ Documentation auditing and restructuring.

HR Generalist (HRMS/Payroll Systems)

Marriott hotel Accra   **August 2021 - May 2023.**

▪ Assist all associates with training system technicalities, user interface navigation, user accounts access resetting, etc.
▪ Complete management of HRMS system; Procure and upgrade OASYS HRMS from v 1.0 to v 2.0 and Training of all staff on the use of OASYS HRMS.
▪ Departmental Birch Street (ERP) System Administrator.
▪ Facilitate Recruitment from Talent sourcing to Onboarding.
▪ Managing employee data and provide information to employees on payroll matters, tax issues, benefit plans, and collective bargaining agreement.
▪ Training of staff on the use of Marriot Global Resource system (MGS).

IT Technician

Marriott Hotel Accra   **December 2018 - July 2021.**

▪ Configuring and managing all bright-author network system for advertising.
▪ Configure and operate all conferencing equipment and internet devices
▪ Ensure all computer security features are up to date and access control established per job role/department through SIEM; MARK I & II.
▪ Network Switch configuration and management
▪ OASYS Biometric System Administrator
▪ AVAYA IP Telephone, IP TV system monitoring and troubleshooting
▪ Assa Abloy Ving card (vision online) security key card system management
▪ Data Backup, Troubleshoot and resolve technical problems related to computer software and Hardware.
▪ Installation and configuration of Micros Symphony POS system and Opera PMS v.3 to 5.0
▪ System user access auditing and recertification, documentation and report writing.

Technical Support

InCharge Global, Ghana   **February 2015 - October 2016.**

▪ Installation and configuration of computer systems (windows OS & Linux OS)
▪ In charge of account registration and data management
▪ Assist users with all computer system related issues
▪ Ensure computer systems are secure, updated and protected from unauthorized user and viruses through policy implementations.
▪ Implement Local Area Network (LAN) network maintenance culture
▪ In charge month-end report for the department on assets and maintenances.

Food and Beverage Coordinator

La-Palm Royal Beach Hotel   **July 2015 - October 2016.**

▪ Records and inventory keeping for banquet department.
▪ Supervise events from concept creation to successful conclusion of events
▪ Promote interpersonal relationship between internal and external guest
▪ Laisse with external technical teams to ensure Audio/IT equipment work properly and safely during conferences and other events

EDUCATION

DIPLOMA

▪ NIIT OPEN LABS | NETWORK ADMINISTRATION (Windows server 2016, CompTIA Network+, CompTIA A+) • Ghana, Accra• 2022
▪ ACCRA POLYTECHNIC | HND PURCHASING AND SUPPLY • Ghana, Accra• 2014

CERTIFICATION

- GI-KACE / CISCO NETWORKING ACADEMY | CYBERSECURITY OPERATIONS • Ghana, Accra• 2024
- (ISC)² | CERTIFIED CYBERSECURITY (CC^{SM}) • isc2.org, 2022
- OCORIE INFORMATION TECHNOLOGY CENTER | COMPTIA SECURITY+ • Ghana, Accra• 2020

OTHERS

- Qualys vulnerability management (Detection and Response) • Qualys.com
- Information Security and Global Privacy Protection, Cisco Network Security (Firewalls/Encryptions), Cybersecurity Awareness Training • Marriot Digital Learning Zone (MGS)
- Information System Security Auditing • LinkedIn Learning.
- Biannual Enhance IT Training (Oracle PMS, Micros Symphony, HP Switches management, Data Backup Management, Avaya Telephone System, IP TVS, Assa Abloy Ving Card security Keycards Systems) • Marriot Hotel, Accra.
- Advanced First Aid, CPR & AED Training • West African Rescue Association (WARA), Accra.

SKILLS

HRMS (EnQuest| OASYS), Active Directory, Microsoft Office 356, Google workspace, SIEM (Mark1&2), Windows Server, Linux OS, Virtualizations (VMware | VirtualBox), Data Backup, Firewalls, Routing Configurations, HTML, CSS, POS (Micros Symphony| Oracle PMS), Birch Street ERP, Bright Author Digital Signage System, GitHub.

ACHIEVEMENTS

- Bluetooth and Wireless Security Training for Churches and Small Medium Scale Business • Voluntary
- The Establishment of a Staff Band for internal events at Zero cost • Marriot Hotel Accra
- The Establishment of Hotel Staff Library and Reading club • Marriot Hotel Accra.
- MHUB Training Champion of the year 2021 (the maiden edition) • Marriot Hotel, Accra.

References

Upon Request