

FELIX APPIAH - KUBI

TECHNICAL I.T SUPPORT SPECIALIST

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POFILE SUMMARY

I am a Technical IT Support Specialist skilled in diagnosing hardware, software, and network issues, delivering effective remote and on-site support, and ensuring smooth day-to-day IT operations. Proficient in tools such as Active Directory, remote desktop applications, ticketing systems, and network monitoring software. Strong communicator with a problem-solving mindset and a proactive approach to system maintenance, user assistance, and technical documentation.

EDUCATION

University of Cape Coast, UCC	2021 – 2024
BSc. Information Technology	
Asanteman Senior High School	2017 – 2020
West African Senior Certificate Examination	

SKILLS

- **Systems Administration and IT Infrastructure Services:** Technical Support and Services, Virtualization, System Configuration, Disaster Recovery.
- **IT Security:** Security Management, Hardening, Data Security.
- **Operating Systems:** Command Line Interface, File Systems.
- **Computer Networking:** Network Security, Network Routing, Dynamic Host Configuration Protocol (DHCP).
- **Technical Support Fundamentals:** Customer Support, Technical Support, End User Training and Support, Computer Architecture, Computer Hardware, Microsoft Windows, Linux, Software Installation

- **Tools:** TeamViewer, AnyDesk, Microsoft Office Suite, Windows Defender, Windows Backup and restore, Active Directory, PowerShell, Wireshark, Zendesk, ServiceNow.
- **Soft Skills:** Leadership, Problem Solving, Organization, Adaptability, Teamwork, Communication, Emotional Intelligence.

EXPERIENCE

Electricity Company of Ghana
Technical IT Support Assistant

Internship
September 2023 – December 2023

- Provided technical support to users by diagnosing and resolving hardware, software, and connectivity issues.
- Maintained and monitored network and system performance, ensuring uptime, security, and efficiency.
- Assisted users with software installation, configuration, and issue resolution to ensure smooth application performance.
- Managed data storage, performed regular backups, and ensured data integrity and availability for recovery and reporting.

CERTIFICATIONS & TRAINING

- Google IT Support, Google
- Data Analysis (Investigate with SQL), LinkedIn
- Prompt Engineering (How to Talk to the AI's), LinkedIn
- Database Management Essentials Database, Coursera
- Programming for Everybody (Getting Started with Python), Coursera

REFERENCES

References available upon request.