

# Jermin Amarteay Amarteifio

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## PERSONAL PROFILE

Self-motivated and proactive individual with vast experience in industrial quality assurance and IT tech support. A natural problem solver possessing strong cross-functional understanding information technology and customer relation.

## CORE SKILLS

- Proficient in Microsoft Office Suite.
- Adept with G-Suite.
- Excellent communication skills.
- Excellent verbal, written and inter-personal communication.
- Strong problem-solving ability.

## WORK EXPERIENCES

### SANBAO (GH) PHARMACEUTICALS LTD

(April 2021 - Present)

Tech Support Representative

- Ensuring that all computers run smoothly and ensured users got the maximum use of their computers.
- Configuring and installing computer hardware and software.
- Assisting users in troubleshooting and diagnosing issues related to their computers
- Conducting training for users on proper handling of computers and internet security.

### BEYOND RETRO GROUP

(October 2020 – March 2021)

Virtual Assistant Tech Support

- Provide hardware and software support services to onsite/remote staff by answering users' questions, training users on basic system and computer functions, addressing system and user issues, and resolving issues in a timely and professional manner
- Monitor user calls/emails and maintain proprietary software systems and accounts within the organization.
- Respond to the needs and questions of users with respect to general technical support, access, resources, and security

**ESKAY THERAPEUTICS LIMITED****(June 2019 – September 2020)**

Quality Assurance Officer

- Maintained quality assurance procedure documentation
- Executed test scripts and recorded results.
- Collected and analyzed test results.
- Promoted company in maintaining work environment focused on quality, communication, collaboration, integration and teamwork.

**BRAKWA SENIOR HIGH TECHNICAL SCHOOL****2018- 2019 (National Service)**

Physics Tutor.

**DANNEX LIMITED****2016 and 2017 (4 months Internship)**

Quality Control Officer

- Calibrated laboratory instruments such as the analytical balance and pH meter.
- Performed In-process control on manufacturing products.
- Analyzed raw materials and finished products to ensure their quality before use.

**EDUCATION**

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**UNIVERSITY OF CAPE COAST****(2014-2018)**

BSc. Laboratory Technology

**Majored in:** Biology, Chemistry, Physics and Mathematics**IPMC****(2013-2014)**

Certificate in Software Engineering

**ALx Institute - Kigali, Rwanda****(2022)**

Virtual Assistant Program

**LANGUAGES SPOKEN**

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English, Twi, Fante and Basic French

**HOBBIES**

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Football, Checkers, Chess, Video games, Computer Programming.