

Owusu-Debrah Boateng

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Portfolio:

<https://owusubooteng.me>

Technical Support and Customer Experience professional with experience supporting users in complex digital environments. Skilled in troubleshooting infrastructure-related issues, analyzing logs and system behavior, and resolving incidents across networked and Linux-based systems. Experienced in handling customer requests via multiple channels, escalating effectively, and contributing to service reliability through documentation, pattern analysis, and continuous improvement. Strong communicator with a customer-first mindset and the ability to explain technical concepts clearly.

SKILLS

Practical Computer Hardware & Troubleshooting, Software Development & Website Design, ArcGIS for Mapping & Surveying, IT Support & System Administration, Bug Tracking & Troubleshooting, Microsoft Office Suite & Database Management, Strong Communication & Customer Support, Problem-Solving & Analytical Thinking, Team Collaboration & Coordination

EXPERIENCE

Technical Support / *Greenpeace Deutschland*

JANUARY 2023 – SEPTEMBER 2024, HAMBURG

- **TROUBLESHOOTING:** Diagnosed and resolved technical issues, providing troubleshooting support to end-users.
- **BUG TRACKING:** Logged and tracked user-reported bugs, ensuring prompt escalation and resolution.
- **DATA ANALYSIS:** Analyzed user behavior data to identify patterns and recommend system improvements.
- **UPDATES & MAINTENANCE:** Collaborated with development teams to deploy updates and maintain system functionality.

Foreign Language Tech Support Assistant / *European XFEL*

MAY 2019 – DECEMBER 2023, HAMBURG

- **WEBSITE MANAGEMENT:** Managed website and internal display updates, ensuring accurate and timely information distribution.
- **IT HELPDESK SUPPORT:** Provided customer support via phone, email, and in-person interactions.
- **SYSTEM ADMINISTRATION SUPPORT:** Managing user accounts, databases, and digital records.
- **TECHNICAL DOCUMENTATION:** Creating and updating user manuals, troubleshooting guides, and FAQs.

Market Improvement Researcher / Phone Research Field GmbH

APRIL 2018 – JUNE 2019, HAMBURG

- **MARKET RESEARCH:** Conducted market research through phone interviews with audiologists in the USA.
- **PRODUCT IMPROVEMENT DATA ANALYSIS:** Designed surveys and gathered data for product improvement analysis.
- **TECH INSIGHTS:** Compiled detailed reports summarizing findings for client insights.

Software Development Assistant / IPIS - Iprogram Information Systems

JUNE 2016 – SEPTEMBER 2017, ACCRA

- **SOFTWARE DEVELOPMENT:** Assisted in software development and IT training sessions.
- **IT DATA ANALYSIS:** Conducted data analysis and problem-solving research for clients.
- **IT BUSINESS INSIGHTS:** Engaged with business partners to explore new markets and technology strategies.

EDUCATION

Master of Arts: IT Cyber Security / Lublin *Maria Curie-Skłodowska University (UMCS)*

OCTOBER 2025 – Present, LUBLIN, POLAND

Bachelor of Arts: Digital Media *Leuphana University of Lüneburg*

OCTOBER 2019 – APRIL 2024, LÜNEBURG, GERMANY

Bachelor of Science: Information Engineering / Hamburg *University of Applied Sciences (HAW)*

JANUARY 2016 – AUGUST 2019, HAMBURG, GERMANY

CERTIFICATIONS

ITIL 4 Foundation Certificate in IT Service Management

Credential ID: GR671843791OB

Google IT Support Specialization (Issued Jun 2023)

Credential ID: FCG2ZA2F72TN

LANGUAGES

English (Native), Twi (Native), German (Basic)