

# Arnold Anyor

Achimota, Accra • +233542422679 • anoldanyor@gmail.com •  
linkedin.com/in/arnold-kwame-anyor

## IT Support Professional and Advanced AI Data Trainer

With over 2 years of experience in IT support and advanced data training, I have honed strong skills in diagnosing technical issues, ensuring data accuracy, and providing exceptional user support. My ability to thrive in fast-paced, dynamic environments allows me to address complex challenges efficiently and deliver timely solutions. This expertise has consistently improved operational performance, enhanced system reliability, and greater user satisfaction.

### WORK EXPERIENCE

#### Invisible Technologies Inc • 05/2024 – Present

##### Advanced AI Data Trainer • Contractor

- Reviewing and verifying annotations to ensure accuracy and consistency across the dataset.
- Identifying and documenting ambiguous or unusual data scenarios to improve AI system understanding.
- Adhering strictly to predefined guidelines and standards to maintain uniformity across annotations.
- Operating specialized tools and platforms to annotate data efficiently.
- Detecting and flagging inconsistencies or inaccuracies in raw data that could impact the AI model's performance.
- Using subject matter knowledge to accurately annotate complex or specialized datasets.

#### Kranoc Group • Accra, Ghana • 01/2023 – 11/2023

##### IT Support Officer

- Responded to IT support requests from employees or clients through various channels (phone, email, chat, or in-person).
- Diagnosed and troubleshooted hardware and software problems, providing timely solutions.
- Installed, configured, and maintained operating systems, software applications, and hardware components.
- Performed regular system updates and patches to ensure security and performance.
- Created, modified, and deactivated user accounts, managing permissions and access rights as needed.
- Assisted with password resets and user access requests.
- Assisted with network setup, configuration, and troubleshooting.
- Monitored network performance and addressed connectivity issues.

- Maintained and updated technical documentation, including system configurations and user guides.
- Implemented and enforced IT security policies, including antivirus software, firewalls, and data protection.
- Educated users on best practices for IT security.
- Assisted in the selection and procurement of IT hardware and software.
- Managed hardware inventory and asset tracking.
- Provided training and guidance to end-users on IT tools and systems.
- Offered remote or in-person support to resolve technical issues efficiently.
- Ensured that IT problems are addressed in a timely manner to minimize disruption.
- Developed, managed, and maintained the company's website to ensure they're up and running at all times.

### **Achimota Government Hospital • Accra, Ghana • 10/2021 – 12/2022**

National Service

#### **Technical Support Staff**

- Prepared new computers and mobile devices according to internal hospital policies on standardized software and security deployments.
- Determined hardware and network systems issues using proactive troubleshooting techniques, troubleshooting connectivity issues across networks.
- Responded to faults in both LAN and WAN networks to rapidly restore connectivity and prevent unnecessary downtimes.
- Offered training to both new medical and non-medical staff to reduce frustration and improve customer satisfaction in the hospital.
- Coordinated with telecommunications providers alongside my supervisors to discern and address third-party outages and related impacts that may affect the hospital.
- Provided tier 1 IT support to non-technical users through desk-side support services.
- Assisted both medical and non-medical staff in identifying issues while explaining solutions to restore service and functionality.
- Collaborated with supervisors to escalate and address customer as well as staff inquiries or technical issues that may arise.
- Collaborated with the HR department to design standardized onboarding processes and training assets regarding new software deployments.
- Loaded software, granted permissions, and configured hardware for both medical and non-medical staff as part of the onboarding process.
- Monitored systems in operation and input commands to troubleshoot areas.
- Fielded an average of 15 inbound calls a day to deliver support and remotely resolve service issues.

## EDUCATION

### Diploma in Front-End Development

AltSchool Africa • Ghana • 11/2024 – Present

### BSc, Information Technology

Accra Institute of Technology • Accra, Ghana

### AWS Certified Solutions Architect Associate

ALX • Accra, Ghana

### Google IT Support Specialist

AltSchool Africa • Accra, Ghana

## CERTIFICATIONS

### AWS Certified Solutions Architect

AWS

## SKILLS

Adaptability, Antivirus Software Management, Asset Tracking, AWS, AWS Certified Solutions Architect, Communication, Configuring and maintaining network infrastructure for optimal performance, CSS3, Customer Service, Customizing and extending WordPress functionalities to meet specific project requirements, Data Protection, Designing and deploying scalable, secure, and highly available AWS cloud solutions, Designing and developing visually appealing, user-friendly websites, Desk-Side Support Services, Developing and implementing WordPress themes and plugins for enhanced website functionality, End-User Training, English, Ensuring cross-browser compatibility and optimal performance on various devices, Ensuring the security and performance of WordPress sites through best practices, Hardware and Software Troubleshooting, Hardware Inventory Management, HTML5, Implementing cost-effective and efficient cloud architectures based on business requirements, Implementing security measures to safeguard networks against potential threats, Issue Identification and Resolution, IT Security Policies Implementation, IT Support, JavaScript, LAN and WAN Troubleshooting, Languages, Network and Network Systems, Network Setup and Configuration, Operating System Installation and Configuration, Organizational Skills, Positive Attitude, Proactive Troubleshooting, Problem-Solving, Remote Technical Support, Responsive Web Design & Development, Teamwork, Technical Documentation, Telecommunications Coordination, Time Management, Tools, Training Delivery, Troubleshooting connectivity issues and ensuring seamless network operations, User Account Management, Utilizing AWS services such as EC2, S3, RDS, and Lambda to meet diverse infrastructure needs, Utilizing HTML5, CSS3, and JavaScript to create responsive and interactive web interfaces, Website Management, WordPress Development