

Charles Sarfo

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Personal statement

As an individual with an insatiable thirst for knowledge and a deep commitment to customer care, I am a team player who will accomplish any task assigned. I have always approached life with an insatiable curiosity and a dedication to learning. The pursuit of knowledge and the well-being of those I serve have been my guiding lights, propelling me to explore and understand the world around me while delivering exceptional service.

Key Skills

- Technical support and assistance
- Proficiency in all areas of Microsoft Office, including Access, Excel, Word, and PowerPoint
- Excellent communication skills, both written and verbal
- Software and Hardware Installation
- Website Development
- Computer maintenance
- Hardware Installation
- Customer relationship management
- CCTV camera installation and configuration
- Graphic design
- HTML, CSS, JS, C++, PHP, SQL, PYTHON
- CCNA
- Unifi device installation and configuration
- Telephony Network Installation
- Hyper-V
- Server management
- Networking
- Data Analyst
- Electricals
- Robotics
- Microsoft Office Suite
- Office 365 (Admin)
- Power BI
- Help Desk Systems
- File Sharing
- Active Directory

Employment History

Assistant Network Administrator, IT Support, and Surveillance Manager, The Peninsula Resort and Golf Club, Akosombo, Ghana

(August 2024 – To date)

Achievements and responsibilities:

- Troubleshoot telephonic, Wi-Fi, and Printer networks
- Set up Network Connectivity
- Install and configure Unifi devices for wireless network setup
- Install and configure CCTV cameras
- Cable Termination and Keystone
- Hardware replacement
- Hardware and Software installation
- Server management and backup
- Virtual assistance
- Network monitoring
- Help clients with IT-related issues
- Update the firmware and security features for the established networks.
- Set up a conference room for meetings, ensuring the availability of a projector and sound

National Service Personnel (Network Administration and IT Support), The Peninsula Resort and Golf Club, Akosombo, Ghana

(November 2023 – August 2024)

Achievements and responsibilities:

- Troubleshoot telephonic, Wi-Fi, and Printer networks
- Set up Network Connectivity
- Install and configure CCTV cameras
- Cable Termination and Keystone
- Hardware replacement
- Set up a conference room for meetings, ensuring the availability of a projector and sound

Intern to IT Support, The Peninsula Resort and Golf Club, Akosombo, Ghana

(October 2022 – January 2023)

Achievements and responsibilities:

- Troubleshoot telephonic, Wi-Fi, and Printer networks
- Install and configure CCTV cameras
- Cable Termination and Keystone
- Created an Excel sheet for smooth stock taking
- Hardware replacement
- Set up a conference room for meetings, ensuring the availability of a projector and sound

Intern, Asuogyaman Electricals Ltd., Akosombo, Ghana

(October 2021 – December 2021)

Achievements and responsibilities:

- Assisted senior technicians and engineers in the installation, wiring, and troubleshooting of electrical systems.
- Participated in routine maintenance and inspection of electrical equipment to ensure safety and functionality.
- Observed and followed safety standards, protocols, and regulations during fieldwork.
- Assisted in testing electrical circuits and systems using basic tools (multimeter, tester, etc.).
- Provided support in the inventory management of electrical materials and tools.
- Collaborated with the team to resolve faults, repairs, and system upgrades.
- Gained hands-on experience in electrical installations, wiring, and maintenance.
- Improved knowledge of electrical safety standards and compliance procedures.
- Successfully assisted in the completion of ongoing electrical projects within deadlines.
- Acquired practical skills in using electrical tools and testing equipment.
- Contributed to improved team efficiency by supporting technicians with timely preparations and tasks.
- Strengthened problem-solving and troubleshooting skills through real-life fault diagnosis.
- Developed professional communication skills by working with engineers, technicians, and clients.

Teacher, Clem Preparatory School, Akosombo, Ghana

(September 2016 – December 2020)

Achievements and responsibilities:

- Improved Student Performance: Developed and implemented effective teaching strategies that resulted in improved student performance and academic achievements.
- Student Engagement: Successfully created an engaging learning environment, fostering enthusiasm and active participation in the classroom. Taught English at the Junior High level.
- Parent-Teacher Collaboration: Built strong relationships with parents, leading to collaborative efforts in supporting student learning and addressing behavioral issues.
- Mentorship: Served as a mentor to new teachers, providing support and guidance to help them integrate effectively into the school environment.
- Classroom Management: Maintain a disciplined, safe, and inclusive classroom environment that supports learning and positive student behavior.
- Communication: Communicate effectively with students, parents, and colleagues, providing updates on student progress and addressing concerns.

Printer, Sky Prints, Akosombo, Ghana

(June 2014 – March 2015)

Achievements and responsibilities:

- Presenting a professional and friendly first impression of the firm to all visitors and clients
- Edit the client's documents for printing
- Type documents upon the client's request
- Organizing stationery orders and liaising with suppliers to meet business requests
- Graphic design

Part-time Staff, Italiano Wood Works, Akrade, Ghana

(July 2010 – May 2013)

Achievements and responsibilities:

- Assisted in operating woodworking machines such as saws, planers, and cutting machines under supervision.
- Measured, marked, and prepared raw wood for processing according to production requirements.
- Supported the maintenance of equipment by cleaning, oiling, and ensuring safe machine use.
- Helped in stacking, sorting, and organizing processed wood for storage and dispatch.
- Observed safety protocols and ensured proper handling of machines and tools.
- Participated in quality checks to ensure wood products met the required dimensions and standards.
- Assisted senior workers in minor repairs and adjustments of machines when necessary.
- Collaborated with team members in meeting production targets.
- Learned and applied workplace safety, health, and environmental protection practices.
- Gained hands-on experience in operating sawmills and woodworking machines safely and effectively.
- Improved practical skills in wood cutting, planning, and finishing processes.
- Developed knowledge of wood types, grain patterns, and their best applications in woodworking.
- Strengthened teamwork, communication, and time management skills in a production environment.
- Understood the importance of safety protocols and applied them effectively in a high-risk environment.
- Acquired problem-solving skills in identifying and reporting machine faults.
- Contributed to the company's production by assisting in meeting daily and weekly wood processing targets.
- Built confidence in handling woodworking tools and equipment.
- Gained exposure to industrial workflow, from raw material preparation to final wood product.
- Enhanced adaptability and discipline by working in a structured and practical environment.

Education

Koforidua Technical University

(January 2024 – October 2025)

Bachelor of Technology, Artificial Intelligence and Robotics

ALX Professional Foundation

(November 10th, 2025 – In progress)

Data Analytics

ALX Professional Foundation

(*June 30th, 2025 – September 30th, 2025*)

Professional Development Skills for the Digital Age

Koforidua Technical University

(*January 2021 – October 2023*)

HND, Computer Network Management

Akwamuman Senior High School

(*August 2010 – June 2013*)

WASSCE, General Arts, including Mathematics and English

Hobbies & Interests

I am a man of many talents. I excel at soccer, playing the piano, singing, reading, and teaching. I am a quick learner. I have some knowledge of electrical wiring, am a photographer, and enjoy designing flyers.

Communication

I am a good communicator who is very fluent in the English Language.

Leadership

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- Detail-oriented team player with strong organizational skills
 - Ability to handle multiple projects simultaneously with a degree of accuracy
 - SRC Vice President for Koforidua Technical University 2022-2023 academic year

Projects

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- Installed and configured CCTV cameras (Jovision) at the Newport Hotel, Akosombo
 - Installed and configured CCTV cameras at the Peninsula Resort and Golf Club
 - Installed and configured wireless network using Unifi devices (USG 3P, 16-port Unifi switch, UAP 7LR, UAP 6LR, UAP 6+ for Newport Hotel
 - Installed and configured Starlink as the Internet Service Provider for Newport Hotel
 - Installed and configured Grandstream controller and wireless telephones for in-house communication at the Newport Hotel
 - Management of Unifi network systems at the Peninsula Resort and Golf Club

- Install and configure wireless CCTV cameras for private businesses

References

Name	Position	Contact
Charles Lawer	Network Administrator (Peninsula Resort and Golf Club)	+233244846946
Mr. Collinson	Senior Lecturer (Koforidua Technical University)	+233208258096