EMMANUEL OFORI MENSAH

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SUMMARY

Seeking an opportunity to apply expertise and proficiency in Technical Support and various programing languages. Strong oral & written communication. Utilization of excellent time management skills, tenacious computer scientist with great attention to detail and on time delivery of project completion. Team oriented with significant contribution utilizing agile methodologies to contribute to the success of the organization.

SKILLS

Help Desk Support, Active Directory, Troubleshooting, Information Technology, Technical, MS Office, Hardware, Microsoft Windows, Customer Service, CompTIA

Programming: Java, C, Python, HTML, CSS, JavaScript
Operating System: Windows, iOS, Linux/Unix, MacOS, Android
Tools: Basecamp, Microsoft Suite, MATLAB, BlueJ, GitHub, RS2 Access Control System, VMware, Google Suite, Notepad ++, SQL, Azure, ServiceNow, App Engine Studio.
Others: Database Management, Attention to detail, Problem-Solving, Analytical and Critical Thinking, Access Control, Manual Test, Flow Designer, Cryptography, Cyber Forensics, Data Security, Disaster Recovery Planning, Firewall Configuration, Malware Identification, Mobile Device Security, Network Security, Security Configuration, Security Policies, Threat Analysis, Threat Detection, Website Management

EDUCATION

Rutgers University   **Camden, NJ**
Bachelor of Science in Computer Science   **Graduation: May 2023**
Cum Laude with Honors   **GPA: 3.6/4.0**

CERTIFICATIONS

Palo Alto Networks Assessment-Based Certified
CompTIA Security + Certified

WORK EXPERIENCE

Rowan University
Technical Assistant/ Customer Service   **November 2023- Current**

- Managed the Card Office main phone, escalating calls for resolution, and troubleshooting card issues.
- Assisted in the production and distribution of RowanCards for eligible students, faculty, staff, and affiliates.
- Perform hands-on work with computers, database systems, and digital-photo imaging equipment via Card Exchange system.
- Track customer service trends and support process improvement.
- Answer questions regarding policies, procedures, systems, and processes related to Rowan University's ID card services and related systems.
- Contributed to the management of the RS2 access control system, including door schedules and access levels.
- Maintained the Short-Term Door Access application and collaborated with departments on enhancements.
- Managed the building manager functional group in RIMS.
- Deactivated RowanCards for withdrawn students and communicated updates to the Card Services Administrator.
- Actively participated in Freshmen Orientation and Move-In activities.
- Reviewed and updated the RowanCard website to ensure accuracy and suggested enhancements.
- Assist with documentation of operational processes and procedures.
- Act as administrative support to the RowanCard office by performing daily reconciliations of RowanCard related revenue; processing refunds and donations; notarizing documents (training provided); and processing mail-in and online requests for RowanCard renewals.
- Participate in, and coordinate, various projects with other departments that have special card production needs year-round, including the production and distribution of cards for summer and special programs, school-specific, first-year/new students, and other carding initiatives.

ServiceNow
ServiceNow NextGen Apprenticeship   **January 2024- April 2024**

- Completed intensive training program focused on ServiceNow platform fundamentals, administration, development, and best practices.
- Acquired comprehensive knowledge and practical skills in IT Service Management (ITSM) principles and practices.
- Proficient in ServiceNow platform navigation, application creation, workflow design, and configuration management.
- Developed expertise in JavaScript, HTML, CSS, and ServiceNow APIs for custom application development.
- Demonstrated ability to administer ServiceNow instances, manage user access, and maintain data integrity.
- Implemented automation solutions utilizing ServiceNow workflows, orchestration, and scripting to streamline business processes.
- Utilized ServiceNow reporting and analytics tools to create insightful reports, dashboards, and KPI tracking mechanisms.
- Applied industry best practices, including adherence to ITIL frameworks and security standards, in ServiceNow solution implementation.
- Completed hands-on projects, including the development of custom ServiceNow applications and optimization of ITSM processes.

Altov Group
Help Desk Support/ Customer Service   **December 2022 – November 2023**
- Responding to and resolving hardware and software service requests for workstations, peripherals, and phones.
- Troubleshooting networking issues to physical layer, OS and hardware issues, and DNS / DHCP issues.
- Following instructions and pre-established guidelines to perform job functions.
- Being familiar with Service Level Agreements (SLAs) and proper response times.
- Maintaining help tickets.
- Prioritize customer satisfaction in all communications, directing unresolved issues to next-level personnel.
- Creating and maintaining end-user accounts.
- Troubleshooting desktop computers (multiple operating systems and applications).
- Scheduling, troubleshooting, and setting up teleconferencing.
- Managing Voice over Internet Protocol (VOIP) systems.
- Acting as an internal resource and guide customers remotely and in person through systems configuration, troubleshooting, and maintenance
- Listen attentively to customers' questions and concerns and offer optimal solutions.
- Work with desktop support engineers to provide customers with superior service.
- Represent Altov Group with professionalism and integrity while helping to advance our company mission.

Oigetit Inc.
Quality Assurance Analyst Intern   **July 2022 – October 2022**
- Developed test cases, executed them, and documented results.
- Assisted software development team with bug reports and issue resolution.
- Monitored software performance and contributed to improvement efforts.
- Prepared reports and delivered presentations to aid in bug resolution.
- Conducted manual testing to evaluate software functionality, usability, and performance.
- Troubleshot and resolved any software issues.
- Worked in a team to meet productivity goals.
- Monitored the company's software and ensured accuracy.

Amazon Fulfillment Center, West Deptford, NJ
Fulfillment Associate 1   **June 2020 – January 2022**
- Troubleshot and resolved any technical issues.
- Worked in a team to meet productivity goals.
- Maintained a clean and organized work area.
- Trained new employees to help adapt to the fast-paced environment.
- Sorted and monitored package flow through the facility ensuring accurate tracking.
- Processing, packaging, and shipping orders accurately
- Ensuring that stocks and inventory are well-organized and maintained.
- Examining and inspecting products for defects and damages
- Receiving, unloading, and arranging inventory items appropriately
- Discharging duties in strict compliance with amazon safety and hygiene regulations
- Actively participating and contributing ideas on ways to improve and/or optimize warehousing procedures.
- Following the state health and safety regulations and practices
- Offloading amazon delivery trucks that transport goods and/or merchandise into the warehouse.

PROJECTS

LAFF High Performance programming.
- Installed Linux operating system and used the system to research optimization methods for matrix- matrix multiplication.
- Implemented the BLIS API to perform dense Linear-Algebra computation using a Linux system.
- Utilized MATLAB to run analyses for each optimization method such as loop ordering, cache blocking, multi-threading, and GFLOP (one billion floating-point operations per second).

Parking Website Project
- The aim of this project was to redesign the site with an updated, modern responsive design and user experience.
- As the project manager I managed end-to-end execution of Park Company website redesign, optimizing user experience, implementing responsive design, and enhancing SEO practices.
- Led cross-functional teams, ensuring adherence to security standards and successful delivery of a modern, user-friendly website.

Find more projects in my portfolio at https://portfolio.mannyj.net/