

# EMMANUELOFORI MENSAH

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## SUMMARY

Seeking an opportunity to apply expertise and proficiency in Help Desk Support and various programming 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, VMware, Google Suite, Notepad ++, SQL, Azure

Others: Attention to detail, Problem-Solving, Analytical and Critical Thinking, Access Control, Manual Test, 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

## EDUCATION

### Rutgers University

Bachelor of Science in Computer Science

Cum Laude with Honors

Camden, NJ

Graduation: May 2023

GPA: 3.6/4.0

## CERTIFICATIONS

Palo Alto Networks Assessment-Based Certified

CompTIA Security + Certified

## WORK EXPERIENCE

### Altov Group

#### Help Desk Support/ Customer Service

December 2022 – Present

- 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.

### Robert Wood Johnson Barnabas Health, Monmouth NJ

#### IT Help Desk Support Consultant

May 2019 – June 2022

- Performs all levels of IT duties from routine installations and maintenance to IT tasks that are complex in nature under limited, general guidance.
- Install desktops, portable computers, peripherals, and software products for networked, classified and unclassified, and standalone environments.

- Detect, diagnose, research solutions, and resolve desktop and portable computer software and hardware failures.
- Provide users with information, guidance, and instruction on use of desktop and portable computer hardware and software.
- Analyze and assess customer service requests and provide prompt technical solutions.
- Conduct IT audits as assigned, in compliance with policies governing the administration, utilization, and acquisition of desktop and portable computer products.
- Prepare progress/status reports and submit to team leads as required.
- Utilize trouble-ticketing software for opening/updating/closing tickets in a timely and appropriate manner.
- Identify and document areas for process improvements.
- Contact and effectively communicate with users by telephone, electronic communications, or in person.
- Prepare equipment for reuse or surplus of property actions.
- Provide technical support for customers assigned to remote locations as required.
- Perform software and hardware upgrades and installations involving multiple computers, printers, multi-printers, and peripherals.
- Coordinate the disassembly and reinstallation of IT equipment in support of office relocations and new buildings/locations.
- Performs IT support duties and related problem-solving using desktop IT skills, demonstrating IT desktop experience, good judgement, and initiative.
- Works well both as part of a team as well as independently, with the ability to lead a technical team, successfully completing tasks while receiving only general guidance on assignments and solutions.
- Performs technical work of a professional level using standard techniques, concepts and procedures.
- Highly skilled to work independently on technical assignments and projects, meeting deadlines.
- Contributes to and leads others with complex problem solving.
- Typical duties include installing, maintaining, and administering desktop computer systems and associated peripherals including printers, monitors, switchboxes, business application software, and various operating systems.
- Works with government personnel and others, leads other contractors to complete IT tasks and projects as necessary.

#### **Amazon Fulfillment Center, West Deptford, NJ**

##### **Fulfillment Associate 1 (Part-time)**

**June 2018 – May 2019**

- Troubleshoot 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.

More projects can be found in this portfolio at <https://portfolio.mannvj.net/>