

David Amarh

IT Professional | Accra, Ghana | 0556536988 | amarteydavid14@gmail.com

Professional Summary

Accomplished IT professional with 5+ years of experience in network administration, hardware/software troubleshooting, and IT support. Proven ability to design and implement IT solutions, mentor students, and optimize system performance. Skilled in PC maintenance, network troubleshooting, and data analysis. Seeking a challenging role to leverage technical expertise and contribute to organizational success.

Technical Skills

- Networking: CCNA Routing & Switching, Network Configuration, Troubleshooting
 - Hardware/Software: PC Repair, System Maintenance, Software Installation
 - Programming/Web: Basic Web Development, Database Fundamentals
 - Tools: Microsoft Excel, Tableau, Power BI, AWS (Basic)
 - Certifications: CCNA, HND in Computer Networking, Hardware & Software Management
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Professional Experience

IT Support Specialist

Ghana Statistical Service | Koforidua, E/R
July 2018 – August 2021

- Resolved hardware and software issues for 50+ desktop computers, achieving a 95% resolution rate
- Compiled and analyzed market data into Excel spreadsheets, improving data accuracy by 20%.
- Maintained 100% punctuality and attendance, ensuring seamless IT operations.

Network Administrator

Corporate Universal Business Solution Limited | Accra, Ghana
June 2023 - March 2024

- Monitored and optimized internet traffic, reducing network downtime by 30%.
- Troubleshoot and repaired faulty laptops, ensuring minimal disruption to business operations.
- Managed software installations and updates for 100+ devices.

IT Instructor Church of Christ School | Winneba, Central Region
August 2016 - September 2018

- Designed and delivered curriculum on MS Word and basic IT skills for 30+ junior high students.
 - Conducted one-on-one mentoring sessions, improving student performance by 25%.
 - Attended professional development courses to stay updated on emerging technologies.
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Education

Higher National Diploma (HND) in Computer Networking

Koforidua Technical University | Koforidua, E/R

July 2018 – August 2021

Cisco Certified Network Associate (CCNA) – Routing & Switching

KWAPS Training Centre | Koforidua, E/R

July 2019 – August 2020

Certificate in Hardware, Software, and Leadership Skills

Youth Empowerment Program (YEP) | Central Region

August 2017 – January 2018

AWS Cloud engineer

ALX | Ghana, Accra

January 13 - Present (Expected Graduation: December 13)

WASSCE – General Arts

Ekumfi TI Ahmadiyyah Senior High School | Central Region

September 2013 – July 2016

Certifications

- Cisco Certified Network Associate (CCNA) – Routing & Switching
 - HND in Computer Network Management
 - Certificate in Hardware, Software, and Leadership Management (YEP)
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Achievements

- Achieved CCNA certification with a 95% score, demonstrating network configuration and troubleshooting expertise.
 - Designed and implemented an inventory tracking system using Microsoft Excel, reducing manual errors by 15%.
 - Mentored 30+ junior high students, resulting in a 25% improvement in their IT proficiency.
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Interests

- Cloud Computing (AWS, Google Cloud)
 - Data Analysis and Visualization (SQL, MS Excel)
 - Networking and Hardware Tinkering (Custom PCs)
 - IT Blogging and Community Contributions
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