Nationality - Ghanaian

Languages Spoken - English, Akan, Gonja and a bit of Hausa/Ga

Languages written - English and Akan

**Educational Objective:**

*Aiming to study* ***Information Technology*** *to the Highest Level to strengthen my capabilities and to enable me take huge responsibilities and be able to meet global challenges in the world of* ***Information Technology****.*

**Employment History**

**Hexagram Limited 2020 – 2023**

**Position:** Project/Product Owner & Business strategy

**Responsible for:**

* Supervision of Tech project builds as a team lead
* Testing of software developments releases
* Definition of project scope and feature sets

**Personal Informations**

**:**

Age

-

36

Sex

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Male

Marital status

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***Curriculum***

***Vitae***

* Played a role in the business strategy department

**Tech-Centrum Consultancy 2015 – 2020**

**Position:** Network Engineer

**Responsible for:**

* Supervision of projects
* Involvement in Fibre optic builds
* Management of online hosted domains
* Proving support for clients on cPanel platform

**Personal Informations**

**:**

Age

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Sex

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Male

Marital status

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***Curriculum***

***Vitae***

**iBurst Africa Ghana Limited (ISP) 2012 - 2015**

**Position:** Technical Support Consultant

**Responsible For:**

* Acting as a level 2/3 technical support
* Onsite technical support to resolve network issues
* Onsite Installation of CPE
* All other IT related jobs assigned

**Key Achievements:**

* Was able to forge an excellent working relationship with managers and co-workers
* Established a good relationship with clients
* Reduction of customer complains
* Quick response to customer complains
* Attained the status as a key member in the Customer service/ technical support department

**1Village Group Limited (Winneba CR) 2011**

**Position:** Information Technology Officer

**Responsible For:**

* Management of Company LAN and WAN
* Management of Company Network Infrastructure
* Management of Company’s community ISP
* Onsite installation of Wireless Nanostations (CPE)
* Company and Client Computer repairs

**Key Achievements:**

* Stability of company LAN and WAN
* Reduction of customer complains
* Quick response to customer complains

**Brandon Internet Communications [SWISSNET] 2005 – 2008**

Position: Project/ Staff Management

Computer Systems and Network Administrator.

**Responsible for:**

* Fault diagnostics and preliminary cost assessment of the repairs
* Managing the replacement parts in computer systems
* Interacting with Staff members involved in repairs
* Supervision of Company Staff members
* Allocation of work among the staff
* Undertaking Company expansion
* Managing the Establishment of New Branches
* Installation of Operating systems and Application Software on Computers

**Key achievements:**

* Attainment of a fault – tolerant Network Environment
* Built a live production Network of up to 50 computers in Kumasi
* Established very good relationship with key customers
* Able to maintain a good relationship with the directors and the junior staff as a middleman

**PIZZA INTERNET CAFÉ AND COMPUTER SALES 2004 -**

**2005**

Position: Network and Computer Systems Technician

**Responsible for:**

* Managing and Securing Local LAN
* Securing time code Server
* Installation of Operating systems and Application Software on Computers
* Testing and repairing Computer systems prior to sale
* Acted as sales person from time to time

**Key achievements:**

* Very low rate of customer complaints
* Setting up the company’s Local LAN
* Very good results as a temporary sales person

**POWEROINT INTERNET CAFÉ 2004**

Systems/Network Technician, Internet Assistant

**Responsible for:**

* Managing and Securing Local LAN
* Securing time code Server
* Assisted customers in getting acquainted with the Internet
* Installation of Operating systems and Application Software on Computers

**Key achievements:**

* Very low rate of customer complaints
* Setting up the company’s Local LAN

**SKILLS IN NETWORKING**

* Building LANs using network devices
* Building networking cables
* Manipulation of IP Addresses
* Creation of a subnetted IP Addressing scheme
* Implementing security on router interfaces
* Configuration of VLANs
* Understands the workings of STP and Trucking
* Configuration of Routing information Protocol (RIP)
* Configuration of OSPF and EIGRP routing protocols
* Configuration of standard and extended Access Control Lists on routers
* Configuration of routers to work with PPP and Frame Relay
* Configuration of Frame Relay
* Configure authentication on a router using PPP
* Configuration of PAP and CHAP protocols on routers
* Configure NAT, PAT and DHCP on routers
* Network Design Concepts
* Network Implementation and Management

**GENERAL INFORMATION TECHNOLOGY SKILS**

* Hardware and Software Installation
* Hardware and software troubleshooting and repairs
* Micro Computer System Assembling
* Microsoft windows from Windows 98 to windows 7
* Comfortable with Linux systems
* Microsoft word
* Microsoft Excel
* Internet Technologies and Protocols
* Corel Draw Basics

**EDUCATION HISTORY**

**Codecademy www.codecademyy.com 2023**

**Frontend Engineer**

**Advanced Information Technology Institute 2009 - 2010**

**(The Ghana India Kofi Annan Centre of Excellence in ICT)**

**Course: Cisco Certified Network Associate (CCNA)**

**Certifications:**

1. Networking for Home and Small Business
2. Working from Small - Medium Business to the ISP
3. Introducing Switching and Routing in the Enterprise
4. Designing and Supporting Computer Networks

**Vision One Systems I.C.T Centre 2004 Course: Computer Hardware and Local Area Networking**

**Certifications:**

* 1. Diploma in Hardware/Computer Architecture and Local Area Networking
  2. Diploma in Microsoft Office Suite

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| **Akim Asuom Secondary School**    **Certification:**  Senior Secondary School Certificate |  |  |  |  |  |  | **1999 – 2001** |

**REFERENCE:**

1. Mr. Sylvester Osei Agyekum 2. Miss Eleanor Afful

Administrative Staff CCNA Instructor

DED(German High Commission Accra) Advanced Information Technology Institute

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