

CURRICULUM VITAE

COMFORT KUNADU SERWAA PARKER



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CAREER OBJECTIVE

An aspiring IT professional with a foundational background in Information Technology and hands-on experience in technical support, system maintenance, and academic assistance. I am seeking to further my education in Information Technology to deepen my expertise and contribute innovative solutions to complex technological challenges.

EXPERIENCE

Teaching Assistant/IT Assistant (NSS) (Ghana Communication Technology University, Tesano 2022-2023)

Duties and responsibilities

- Assisted lecturers in preparing lesson materials, presentations, and class instructional aids.
- Provided academic support to students during tutorials, office hours, and study sessions.
- Helped in grading assignments, exams, and other assessments, ensuring accurate and timely feedback.
- Provided technical support to department, staff, and students, including troubleshooting hardware and software issues.
- Assisted in setting up and maintaining IT equipment such as projectors, and computers in lecture halls and labs.
- Supported software installation, configuration, and updating on university and student computers.

IT Officer (Westfield Bridge College, Weija-MacCarthy 2023-2024) Duties

and responsibilities

- Provided first-line technical support to students, teachers, and administrative staff, including troubleshooting hardware and software issues.
- Assisted in setting up and maintaining computers, projectors, and other IT equipment in classrooms and offices.
- Performed routine maintenance and updates on school computers and IT systems to ensure optimal performance and security.
- Managed antivirus software and performed regular system scans to protect school networks from malware and other security threats.
- Assisted in monitoring and maintaining the school's network infrastructure, including Wi-Fi, routers, and switches.
- Supported technology integration into classrooms by setting up interactive whiteboards, audio-visual systems, and other instructional tools.
- Ensured all classroom technology was functioning properly before lessons and provided immediate support when issues arose.
- Supported the administration with IT-related tasks, such as setting up meetings via video conferencing tools and managing email systems.
- Helped in preparing IT reports and documentation for school management.
- Assisted in managing student information systems, ensuring accurate data entry, and updating student records.

EDUCATION

Ghana Communication Technology University (Information Technology/diploma-2020 - 2022) – Completed
(Information Technology/top-up Degree-2023 – 2024)-Completed

Coursera (Technical support fundamentals/online certificate course – 2023)
Meta (Introduction to Front-end Development/online certificate course – 2023)

SKILLS

- Expertise in diagnosing and resolving hardware and software issues, providing efficient support to end-users, and maintaining smooth IT operations.
- Skilled in managing network infrastructure, troubleshooting connectivity issues, and performing routine maintenance on network devices such as routers and switches.
- Proficient in basic web development using HTML, CSS, and MongoDB, Express, Postman, node.js, and render with the ability to create and maintain user-friendly interfaces.
- Competent in configuring, maintaining, and administering IT systems, including software installations, updates, and system security.
- Advanced skills in using office productivity tools for document creation, data analysis, presentations, and efficient communication.
- Basic skills in graphic design using tools like Canva, Adobe Photoshop, or Postermywall to create visually appealing content for presentations, reports, and digital media.

EXTRA - CURRICULAR ACTIVITIES

- Attending IT workshops, webinars, or seminars related to cybersecurity, programming, and the latest tech trends.
- Taking additional online courses and earning certifications in specialized IT areas, such as cybersecurity, programming, and cloud computing.
- Developing personal projects, such as creating management systems with Office Suit, to showcase my skills and creativity.

ACHIEVEMENTS

- Best student in Systems Administration and Data communication and Networks (Ghana Communication Technology University 2022)
- First class Honor (Bsc. IT)

REFERENCE

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