Francis Trumah Bayel

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Work Experience

IT Onsite Support Analyst

SLB - Takoradi

October 2020 to November 2022

The Onsite Support Analyst is responsible for serving as a desktop support expert responsible for computer hardware, software (location specific or global) and peripherals. The Onsite Support Analyst acts as the second point of escalation for the resolution of desktop or laptop related incidents, service requests and connectivity issues.

Essential Responsibilities and Duties:

- Provide second-line investigation and diagnosis.
- Resolve and close incidents and service requests as per help desk procedures and allocated timelines.
- Escalate unresolved incidents and service requests within agreed timescales.
- Log incident and service request details per help desk procedures.
- Communicate with customer regarding incident progress.
- Ensure tickets are updated at all times until issues are resolved.
- Conduct customer satisfaction callbacks and surveys.
- Complete Skill up training for On-Site Support Analysts.
- Comply with Quality, Health, Safety and Environment policies and IT policies.
- Liaise with customers, other IT support groups and third-party providers when necessary.
- Perform staging of PCs.
- Maintain Global Asset Management database with updates related to the assigned hardware.
- Perform Install, Move, Add and Change tasks.
- Perform hardware and software maintenance and support.
- Participate in IT team and follow up on objectives and key performance objectives.
- Troubleshoot and resolve PC incidents and VIP requests.
- Liaise with third-party suppliers for hardware repair.
- Assist with SCSI on IT security issues and virus elimination.
- Assist local Server Team when server maintenance is required.
- Assist in infrastructure setup and renovation project at location including the network devices, Lenel PACS, CCTV, servers and Teams System.
- Work with Distributed Services, Systems, Network Support and Event Management teams.
- Coordinate spare asset inventory.
- Maintain asset management.
- Assist local Network Team when network equipment maintenance is required.
- Present to and educate customers on IT solutions, methods and tools to increase their efficiency.
- Participate in Geo Market projects to accomplish common objectives.
- Participate as a key person in IT Domain structure.

Education

B.Sc. in Computer Science and Engineering

Belgorod State Technological University - Belgorod

September 2016 to June 2020

Skills

- IT Support
- Technical Support
- Desktop Support
- Computer Networking
- Help Desk
- Computer Hardware
- Microsoft Windows
- LAN
- Asset Management
- Network Support
- C++
- C
- Bootstrap
- Django
- PostGIS
- PostgreSQL
- MySQL
- Algorithm design
- JavaScript

Languages

- English - Fluent
- Russian - Expert

Certifications and Licenses

Build a Website with HTML, CSS and GitHub pages

June 2022 to Present

1. structure websites using foundational HTML
2. Style HTML documents using CSS
3. Publish static websites using GitHub Pages

Learn JavaScript

July 2022 to Present

- Build core programming concepts
- Learn object-oriented concepts
- Read and write JavaScript