




ALEXANDER NANA ANSONG

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SKILLS

- TCP/IP protocol
- AWS
- Firewalls, VPNs and Security products
- Network Security
- Network Infrastructure Administration & Installation
- WordPress
- Joomla
- SCCM
- SharePoint
- Office365
- Microsoft Suite
- Windows Server Management & Administration
- Azure
- Google Cloud Platform
- Mac
- Enterprise Networks
- HTML
- CSS
- Outstanding Communication Skills

EDUCATION

Goldsmiths, University of London
Greater London, England • 2019

Bachelor of Science: Community
Development And Youth Work

Coursera
Mountain View, CA • 2018

PROFESSIONAL SUMMARY

Multi-skilled Solutions Architect with exceptional skills in resolving problems, improving customer satisfaction, and driving overall operational improvements.

Positively impacting morale and productivity of young people in the UK by volunteering with Youth Centres to teach Computing Skills in Microsoft Office Suite.

WORK HISTORY

Space Link Security Systems - Cloud Engineer

Kensington, London, England • 08/2017 - 06/2019

- Managed installation, upgrade and deployment projects and provided on-site direction for network engineers.
- Installed, configured, tested and maintained operating systems, application software and system management tools.
- Defined enterprise processes and best practices and tailored enterprise processes for applications.
- Monitored and tested application performance to identify potential bottlenecks, develop solutions, and collaborate with developers on solution implementation.
- Oversaw development and maintenance of organization computer systems and intranet.
- Resolved issues related to operational components for Local Area Networks, Wide Area Networks and voice systems.
- Managed and monitored all installed systems for highest level of availability.
- Built and maintained network infrastructure consisting of Windows, Linux and virtual products.

Merton Civic Centre - Housing Officer (Voluntary)

Greater London, England • 06/2018 - 01/2019

- Helping young people and people with disabilities get right choices of accommodation.
- Interviewing tenants and offering advice on tenant-landlord relationships
- Managed quality assurance program including on site evaluations, internal audits and customer surveys

New Horizon Youth Centre - Computer Instructor (Voluntary)

Greater London, England • 01/2018 - 06/2018

- Facilitated computer lab usage and designed appropriate and specialized lesson plans.
- Designed computer literacy courses for young people

Certificate: Google IT Support Professional

Coursera
Mountain View, CA • 2018

Certificate: Cloud Computing

Coursera
Mountain View, CA • 2017

Certificate: Google Tag Implementation

Coursera
Mountain View, CA • 2014

Certificate: Web Development

Tianjin Polytechnic University
Tianjin, China • 2008

Bachelor of Science: Computer And Information Systems Security

Merton College
Greater London, England • 2005

Certificate: Access To Higher Education

- Uploaded new software, rolled out updates and applied patches to Windows Servers upon release to thwart threats from penetrating networks.
- Configured hardware, devices and software to set up work stations for users

General Cavier - Technical Support Engineer

London, England • 01/2014 - 07/2017

- Configured hardware, devices and software to set up work stations for employees.
- Broke down and evaluated user problems using test scripts, personal expertise and probing questions.
- Built application platform foundation to support migration from client-server product lines to enterprise architectures and services.
- Patched software and installed new versions to eliminate security problems and protect data.
- Coordinated with systems partners to finalize designs and confirm requirements.
- Designed Sharepoint masterpage and page layouts, serving as company's main Sharepoint support for all technical complications.
- Helped streamline repair processes and update procedures for support action consistency.
- Removed and replaced malfunctioning components to correct hardware problems.
- Collaborated with vendors to locate replacement components and resolve advanced problems.
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
- Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed.
- Executed various techniques to maintain servers and systems on frequent basis, keeping networks fully operational during peak periods.
- Developed technical designs for customers, consultants and contractors.
- Worked with software development team on reported errors and bugs on newly released software and assisted in deployment of release fixes.
- Developed and tested new product offerings prior to release to assist development team in bug identification.
- Engaged end users and answered questions via email, phone, website live chat and in forums.
- Created support documentation that empowered and enabled user community to extend skills, leverage system features and find resolutions to questions without intervention from support team.
- Demonstrated professionalism and courtesy with customers while working to resolve complaints, problems or respond to questions.

Academy Networks Ltd - Systems Analyst

London, England • 01/2009 - 12/2013

- Performed system analysis, documentation, testing, implementation and user support for platform transitions.
- Supported system developers by creating system models, diagrams, and charts.
- Diagnosed, troubleshoot and resolved network and system problems.

- Resolved or escalated problem tickets to resolve user issues.
- Evaluated and adopted new technologies to address changing needs.
- Established specifications and coordinated production with software programmers.
- Maintained and administered computer networks and environments, including computer hardware, software and applications.
- Investigated and addressed system issues to enhance usability and improve functionality.
- Oversaw installation of software programs and hardware systems to meet requirements.
- Provided client support on system operation and troubleshooting.
- Organized system infrastructure documentation and operating procedures, strengthening controls and enhancing overall performance.
- Boosted information sharing by enhancing interfaces between computer systems.
- Resolved malfunctions with systems and programs through troubleshooting.
- Planned and conceived computer systems using information engineering, data modeling and structured analysis.