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| ANGELOUS AGYEmaNG  4 Eastglade Road,  Bestwood Park,  Nottingham.  NG5 5JZ  Tel: 07563978646  jaymarioagyemang@gmail.com |
| Accomplished and energetic Network Engineer, with a solid history of achievement in Hardware, Software and Basic Network Management. Motivated leader with strong organizational and prioritization abilities. Areas of expertise include Network Management and Administration and Desktop System Support. |

# Experience

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| SEPTEMBER 2017 – AUGUST 2018IT SUPPORT TECHNICIAN, JUDICIAL SERVICE OF GHAHA  * Performed troubleshooting of faulty computer systems and attempted repair whenever possible. * Performed regular backups of data on the workstations in the court rooms to prevent data loss in the event of system breakdown since court data is very sensitive. * Provided desktop and laptop support to the managers and officers (setting up Windows - especially on brand new workstations, Microsoft Office and troubleshooting internet connectivity issues related to office WI-FI). * Performed regular periodic background checks on systems to ensure that various users are not experiencing issues. * Liaised with the regional administration on the products and brands to be selected whenever there was the need to upgrade existing systems or to purchase components |
| MAY 2016 – AUGUST 2016ASSISTANT IT TUTOR(INTERN), KUMASI HIGH SCHOOL(GHANA)Served as a teaching assistant to the ICT teacher.Helped in preparing classes and lectures.Assisted students with their lab works.Maintained stability of the internet connection at the lab and performed any necessary troubleshooting procedures where required.MAY – AUGUST 2014,2015 (summer break internships)IT support technician, komfo anokye teaching hospital(GHANA)  * Performed step-by-step troubleshooting of faulty computers and network hardware. * Performed routine maintenance checks to ensure optimum performance of computers in various offices. * Established network connectivity between new departments and existing ones under the supervision of superiors through laying of network cables, mounting of keystone jacks in offices and assigning IP addresses to workstations on network. * Assisted the team in determining the best position of LAN ports and workstations whenever a new office was to be set up and also the type of PC that would match their workload. * Performed periodic data backup and transfer while upgrading the systems of selected offices at appointed times. * Provided necessary software support to clients whenever they experienced issues with the hospital management software they were using. |

# Education

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| AUGUST 2017BSc. cOmputer science, university of energy and natural resources, sunyani(ghana) |
| janiuary 2019CISCO CERTIFIED NETWORK ASSociate(ccna), improtech systems(ghana) |

# Skills

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| * Technical: Able to manage computing equipment including networking devices and handle sizable amount of issues without supervision. * Communication: Very good written and verbal communication skills in English and also very good at presentations. * A very good team player but can also work very efficiently alone whenever such need arises. | * Personal: Rapid adaptability to new situations and environments. Can work under pressure. Committed to meeting deadlines and producing quality results. * Computing: Competent and comfortable in using Microsoft Word, PowerPoint, Excel and Windows. Capable of solving simple software and hardware issues without any assistance. * Strong attention to detail with an articulate and methodical approach. * Customer Focused and mostly try to fully solve their problem before leaving scene. |

# Activities

Not limited to computing work only, also into event organization and planning and assumed the temporal duty of creating sub department Rota for interns during second year of internship at Komfo Anokye Teaching Hospital. Led other interns to discharge duties at same venue during some days that our department had low staff turnout.

Also have a knack for solving basic software issues with mobile devices (especially iPhones and iPads) such as updates, data backup and restore and simple file transfer issues.