***DANIEL BOAKYE YIADOM***

***25 FENDER COURT, WOODCHURCH, WIRRAL, and Phone: 07916720518; Email: dboakyeyiadom92@gmail.com***

**PERSONAL PROFILE**

To be effective and efficient wherever I find myself. As a team player, to be able to work under any amount of pressure to meet deadlines so as to accomplish the aim of my organization.

**Education**

* BSc. Supply Chain Management
* Computer Technician Training
* CompTIA A+ course In Progress.

**Technical Skills**

* **Experience in computer maintenance:** configuration, troubleshooting and upgrading desktops and Workstations
* Microsoft Suite (Excel, Word, Access, Power Point) application support, Adobe Photoshop, FrontPage, Office 365 support
* **Operating Systems:** Mac OS, Windows XP professional and Linux
* Good understanding of application security vulnerabilities, platforms and in-depth experience of Securing OS and deployment.
* Know how to create **virtual machines** using Windows Virtual PC and VMware
* **Virus protection and Firewall:** Kaspersky, McAfee, and Securing private networks
* **Database Management System:** Microsoft Access, Microsoft SQL Server 2008/2012/2014
* **Windows Network Support:** Servers, Remote Support, PC Builds, Platform Rollouts, etc.
* **Experience in LAN/WAN technologies** - Ethernet, Patch Panels, Routers, Hubs, Switches, VPNs.

**Skills**

* Able to read and understand technical manuals
* Ability to multi-task and prioritize projects effectively
* Outstanding customer service skills
* Great team player with the ability to work under pressure with no supervision to meet deadline
* -Good interpersonal skill
* -Reliable and dependable
* **Full UK driving license**

**Employment History**

**Rollout Engineer- 6MONTH 06/02/2019**

***VSL-Support (for M&S)***

* Deployment/Roll Out and installing windows 10 devices at CDW
* Reporting all issues to site person
* Removing legacy devices
* Resolving hardware issues

**Customer Engineer- 1 YEAR**

***Lucid IT Support (for Calsons Wagonlit Travel)* 04/06/2018**

* Deployment/Roll Out and installing windows 10 devices at CDW
* Reporting all issues to site person
* Removing legacy devices
* Resolving hardware issues

**Floor Walking -6 M0NTH**

***VSL-Support (for Aviva Insurance) 01/*07/2017**

* Assist users logging in for the first time
* Answer and resolve any Win10 questions or issues from users, printing, email
* General fault finding and user familiarisation on Win10
* Attempt any 1st time fault on hardware

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**Head of Technical Team**

***MORETON PRESBY CHURCH, WIRRAL* Sept 2015- Present**

* Full technical support for church Windows 10 laptops.
* Software Install and configurations
* Connecting network peripheral: Network printers, Voucher printers, Chip and Pin input, Cash machines etc.

**Part Time Remote Web Support Engineer, *Mewnex Tool* JUNE 2015 – Dec 2018**

* Updating OS
* Storage - SAN / NAS
* Performing load balancing
* Firewalls and dealing with customer login problem
* Application supports

**2013/2014 – 01/2015 Electrical /LAN Network Wiring Technician GOLDFIELDS Ghana Ltd**

* Electrical installation
* Local Area Network cables (IT systems)
* Installing cable trunking and conduits for plants systems
* Reading of drawings

#### 03/2009 – 07/2013 Computer Support Engineer [SLAM TECHNOLOGY.](https://www.ghanayello.com/company/31382/Dita_Dang_Micro_Systems_Ltd) Ghana

* Software Applications installation, troubleshoot network problems
* Setting up shared drives
* Connecting network printers
* Drive mapping
* Set up, check and maintain a range of private computing and office network systems
* Assemble and document all system procedures as guidelines for new employees and reference materials for computer technicians
* Ensure thorough inventory of computer related supplies is recorded and maintained

REFERENCES

MICHEAL TACKLE

South Mead Hospital(Bristol)

IT Department

07460226026