Franklin Sarpong

Looking to work in the IT field

Columbus, OH 43201

fmsarp@gmail.com

+1 740 307 8868

Willing to relocate: Anywhere
Authorized to work in the US for any employer

Work Experience

Data Center Operations Technician(Internship)

AWS - Hilliard, OH
October 2023 to Present

- Infrastructure Monitoring
- Server Maintenance
- Network Management
- Environmental Control
- Power Management
- Security Monitoring
- Documentation
- Incident Response
- Collaboration
- Compliance

Imaging Technician

Maintech, Incorporated - Urbancrest, OH
December 2022 to October 2023

- creating and maintaining computer images for large-scale deployment
- installing operating systems
- configuring hardware and software
- imaging and deploying computers
- troubleshooting technical issues
- updating images as needed

IT Technician (Contract)

Independent Contractor position - Columbus, OH
December 2020 to September 2021

- Computer Setup and repairs
- Hardware and software installations
- System security and software updates

- imaging and deploying computers
- troubleshooting technical issues
- updating images as needed

Customer Service Rep (Contract)
HKT Teleservices - Grove City, OH
August 2020 to September 2020

Customer Service Support
Sales

Sales Associate
Madvapes LLC Holdings - Ashland, KY
July 2019 to March 2020

- Provide product info
- Assist with product selection
- Process transactions
- Stay up-to-date on products
- Provide expert advice
- Track inventory levels
- Restock shelves
- Manage product displays
- Keep store clean
- Restock supplies
- Attend events
- Help with advertising
- Prepare sales reports
- Track customer transactions
- Monitor store performance

Education

Master's degree in Law(Chinese Politics and International Relations)
Peking University - Beijing
September 2017 to July 2019

Bachelor of Art in Metal Product Design
Kwame Nkrumah University of Science & Technology - Kumasi
September 2012 to June 2016

Skills

- Proficient knowledge of Office Suite
- Analytical and Critical Thinking
- Sales Experience
- Customer Service
- Linux
- Software troubleshooting
- IT support
- Computer hardware

- Operating systems

Certifications and Licenses

Driver's License

Google IT Support Specialization
November 2020 to Present

Credential ID: MXTGGV66MVFH

Credential URL:
https://www.coursera.org/account/accomplishments/specialization/certificate/MXTGGV66MVFH

IT Security: Defense against the digital dark arts
November 2020 to Present

Credential ID: 7RKFQZXJZ8CQ

Credential URL:
https://www.coursera.org/account/accomplishments/certificate/7RKFQZXJZ8CQ

Operating Systems and You: Becoming a Power User
October 2020 to Present

Credential ID:
QKR28TCQSRYK

Credential URL:
https://www.coursera.org/account/accomplishments/certificate/QKR28TCQSRYK

System Administration and IT Infrastructure Services
November 2020 to Present

Credential ID:
GPDR58GQF8KM

Credential URL:
https://www.coursera.org/account/accomplishments/certificate/GPDR58GQF8KM

The Bits and Bytes of Computer Networking
October 2020 to Present

Credential ID:
3SB9VXUCDLB9

Credential URL:
https://www.coursera.org/account/accomplishments/certificate/3SB9VXUCDLB9

Technical Support Fundamentals
October 2020 to Present

Credential ID:

6GBVGYGSV9ZJ

Credential URL:
https://www.coursera.org/account/accomplishments/certificate/6GBVGYGSV9ZJ