

GUUROH CHRISTINA

EUC Analyst | Technical Support | User Account Management | Data Analysis Expertise

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EXPERIENCE

EUC Analyst

Newmont Ghana Gold Ltd

📅 11/2024 - 09/2025 📍 Ahafo North

- Provided comprehensive Level 1 & 2 technical support for 200+ end-user devices, achieving a 95% first-contact resolution rate and maintaining operational continuity
- Executed the configuration and preventive maintenance for all office technology, reducing conference room AV system downtime by 30%
- Administered user accounts and access permissions in Active Directory, ensuring 100% compliance with quarterly security audits
- Supported endpoint security by deploying patches and updates, contributing to a 25% reduction in vulnerability-related tickets
- Collaborated with vendors on technology rollouts, improving site stability and gathering user feedback to enhance digital service delivery

Research intern

Council for Scientific and Industrial Research

📅 10/2023 - 12/2023 📍 Kumasi, Ghana

- Automated data analysis using Excel Power Query and SPSS, reducing manual processing time by 25% for large research datasets
- Migrated physical records to a digital database, improving data retrieval speed by 40% and ensuring secure long-term preservation
- Resolved 95% of software/hardware issues for researchers, minimizing technical downtime and maintaining project timelines
- Conducted weekly database QA checks, maintaining 99% data integrity across all active research projects
- Synthesized technical findings into stakeholder presentations, effectively communicating complex outcomes to non-technical audiences
- Compiled technical data and contributed to the preparation of analytical reports and stakeholder presentations, supporting clear communication of project outcomes

Research Intern

Council of Scientific and Industrial Research

📅 10/2021 - 12/2021 📍 Kumasi, Ghana

- Conducted digital field data collection, improving data capture accuracy by 20% compared to previous manual methods
- Assisted in the setup and configuration of research databases, supporting the organized storage of 5,000+ data points
- Performed systematic data cleansing and validation, enhancing overall dataset quality and readiness for analysis
- Documented IT and data management workflows, creating 3 standardized operating procedure guides for future interns
- Provided technical collaboration within a multidisciplinary team, ensuring alignment between data systems and research objectives

EDUCATION

BSc. Information Technology

University of Energy and Natural Resources (UENR)

📅 2020 - 2024 📍 Ghana

SUMMARY

IT Graduate with hands-on experience in comprehensive end-user computing support from Newmont Ghana Gold Limited, Ahafo North. Skilled in maintaining and securing laptops, mobile devices, and video conference systems, with proficiency in user account administration and troubleshooting. Committed to enhancing digital services and user satisfaction through proactive support and feedback-driven improvements.

KEY ACHIEVEMENTS

💎 Technical Support Excellence

Achieved 95% first-contact resolution rate in technical support for 200+ devices.

💎 AV Downtime Reduction

Reduced conference room AV system downtime by 30% through preventive maintenance.

💎 Audit Compliance

Ensured 100% compliance with quarterly audits by administering user permissions.

💎 Data Analysis Automation

Implemented data analysis automation, reducing processing time by 25%.

LANGUAGES

English

Advanced



SKILLS

Laptop & Desktop Support

Mobile Device Management (iOS/Android)

Printer/Scanner/Copier Maintenance

Video Conference Systems (Zoom, Teams)

Audio-Visual Equipment

Microsoft Windows 10/11

Active Directory

User Account & Permission Management

Microsoft 365 Administration

Microsoft Excel

PowerPoint

Word

SPSS

Tableau

Power BI

Ticketing Systems

JavaScript

Python

React.js

MySQL

PostgreSQL

HTML/CSS

Data Validation & Integrity Protocols

