Joseph Dwumfour

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CAREER SUMMARY

- Technical Support Professional experienced with software/hardware computer repair which include troubleshooting, analyzing and repairing problems of computer elements such as desktop computers, laptops and various components/peripherals of an IT network.
- Performing computer installation and operating system configuration in designated networks.
- Excellent with administering and monitoring performance of LAN/WAN network using remote connection tools.
- Technical expertise in developing standard-based websites and applications.
- Adept in web design projects; maintains existing websites and upgrades regularly with newly acquired applications as needed.

EDUCATION AND PROFESSIONAL CERTIFICATIONS

Robert Morris University, Moon Township PA   Graduating: December 2016
Master of Science in Internet Information Systems
Relevant Courses: Hardware and Operating Systems (fall 2015), System, Management Information System (Fall 15),
Mobile Application Development (fall 2015), HTML Programming(Spring 2016), Network Technology & Management(N+ Exam)(Fall 2016),
Java Programming(Fall 2016), Database(Oracle PL SQL)
Cumulative GPA: 3.37

La Roche College, Pittsburgh, PA   Graduated: May 2014
Bachelors of Science in Computer Science
Minor: Information Technology
Honors: Merit-based Scholarship Recipient

PROFESSIONAL SKILLS AND TOOLS

Application Program & Web Development: HTML5 & CSS3, Joomla CMS, Swift & Objective -C
Programming: Java Programming, MySQL, JavaScript, PL/SQL
Operating Systems: Microsoft Windows Operating Systems 7, 8, Mac OS and PC Hardware.
Desktop Applications: Adobe Photoshop, Adobe Dreamweaver, Adobe Illustrator, Microsoft Office programs (Word, PowerPoint Excel, Outlook and Access). Mac OS iWorks (Numbers, Keynote & Pages)

CAREER EXPERIENCE AND INTERNSHIPS

University of Pittsburgh Medical Center (UPMC),   November 2014 - August 2015
Consultant, ISD PC Support

- Surveyed and updated printer database within UPMC facilities for Printer Deployment.
- Setup, installed and configured PCs & Printers to the UPMC Network.
- Tested deployed printers for required functionality.
- Instructed end user on printer functionality.
- Performed general maintenance tasks, troubleshoots and repairs computer systems and peripheral(Printers) equipment throughout the organization.

North Allegheny School District(NASD)   June 2014 – October 2014

Information Technology Intern

- Setup and deployed iMacs, Mac Minis & iPads for class room use.
- Troubleshot issues with equipment like printers, computers and servers.
- Installed Cisco networking Equipment and APC UPS systems.
- Scripted all new PC'S with custom Windows 7 operating System tailored to the NASD environment. All Imaging was carried out by PXE booting to a WINPE environment.
- Troubleshot Windows Group Policy issues including user privileges, drive mapping, and policy driven software installs.
- Performed port tracing/toning for network and phone system documentation.
- Performed inventory documentation and asset tagging of all new equipment.

City of Pittsburgh, Department of City Planning   May 2013 – August 2013

Permitting and Licensing Intern

- Created new web pages for Permits and Licenses by assisting with design of the Department website
- Researched on information on other City web pages for ideas and concepts.
- Worked with city departments to report up to date information in order to update websites.

PROJECTS AND PROFESSIONAL ACTIVITIES

Robert Morris University, Moon Township, PA

Mobile Application Development, Fall 2015

- Developed a Dental mobile application

La Roche College, Pittsburgh, PA

La Roche Capstone Team, 2013

- Developed a website for an AITP Competition using the skills & tools below.
- HTML, CSS, MYSQL
- Joomla Content Management System(CMS)

Association of Technology Professionals Club (AITP), member, August 2012 – March 2014

COMMUNITY SERVICE AND LEADERSHIP

Volunteer coach for junior high soccer for North Allegheny School District	August 2014 - Present
Computer Reach	September 2016 - Present
Volunteer, International Day of Peace	September 2014
Director of International/Multicultural Affairs, La Roche College Student Government	June 2013 – March 2014
President of La Roche College Club Mosaic	June 2013 – March 2014
Pet Therapy Volunteer, Cumberland Crossing	May 2012
Volunteer, Camp Erin	June 2013