KOFI AGBENYEGAH
AHIATAKU

IT Support / Technician

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- Ghanaian
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- +971 544 178 270
- English Language
- Ghana Drivers License

Summary

A dedicated and results driven IT professional with over 8 years of experience in managing and maintaining complex IT systems. I am Proficient in hardware and software troubleshooting, network administration, user support and skilled at deploying and configuring windows and Linux systems, ensuring data security, and optimizing system performance.

Technical Skills

Networking
Router | Switch | Access Point | Radio | Security

Technical Support
Providing Assistance with Hardware and software issues

Troubleshooting
Diagnosing and resolving technical problems efficiently

Software Proficiency
Deployment | OS Malfunction | Backups | Recovery

Operating Systems
Windows | Linux | Mac | Android | IOS

Hardware Knowledge
Familiarity with Computer Components and Peripherals

Customer/End User Support
Training | Assistance | Problem Solving

Experience

Associate
Amazon AUH1 - Abu Dhabi, UAE
Present

- Network engineering and troubleshooting, data cabling and systems administration in a variety of software and hardware environments.

- Interacting with management and staff to provide analytical and technical assistance.

- Maintaining or creating policies, procedures, and processes.

- Identifying root-causes of operational issues and process inefficiencies.

- Moving up to 49lbs as well as standing and walking during shifts

IT Engineer
Marichael Links Co. LTD- Accra, Ghana
2023 - 2024

Installation of Modern IT Laboratory
(Government of Ghana Senior High Schools)

- Mounting devices
- Unboxing and connecting computers & peripherals.
- Setting up and connecting network devices.
- Configuring Routers, AP's and Layer 3 Switches.
- Server Installation and Configuration.
- RDP Connection and Configuration
- Cable Management
- Windows 10 Enterprise Configuration.
- Software Deployment and Implementation.
- Access, sharing and Security configurations.
- Printer and TV installation and configuration.
- Training of ICT HoD's and Teachers on the setup, implementation and best practices.
- Inventory Record
- Report Writing.

Experience

IT Support Engineer
Cocoa Research Institute of Ghana - ER, Ghana
2022 - 2023

Scientific Information Unit / Department
- Provided technical support to employees.
- Software Installations and Configuration.
- Hardware Installation, Upgrade and Repairs
- Laser Printers/ MFP Repairs.
- Software Development and Deployment.
- Data Backup and Recovery.
- Cable Management.
- Network File Sharing and Security.
- Computer and Network Troubleshooting.
- Security measure Implementations..
- Conducted user training.

Achievements:
1. Reduced printer downtime by 50% through the implementation of a preventive maintenance program and efficient repair protocols.
2. Designed and Developed a leave management system using html as front-end with php and mysql as backend, resulting in a 100% switch from paper work to an UI e-based system.
3. IP Conflict resolution by creating an exclusion list of IP addresses for printers with no DHCP functionality.
4. Switched from the use of IP addresses for sharing files, printers and devices to the use of PC and device names reducing access errors by 100% each time new IP addresses are released.
5. Implemented Network Segregation by creating virtual networks on managed switches enhancing network security by 50%.

Apprentice -> IT Technician -> Manager
Printbest Technologies - Koforidua, Ghana
2017 - 2022

- Laser Printer & MFP Repairs.
- Computer & Network Troubleshooting.
- Data Backup and Recovery.
- Os Installation and Maintenance
- Cable Management
- Network Setups (Wired and Wireless network Systems)
- Router, AP, Switch Configurations.
- Sales of IT equipments and devices.
- Performed Apprentice Trainings.

Achievements:

1. Maintained a 95% customer satisfaction rate by resolving over 70 technical support tickets weekly, showcasing dedication to service quality.
2. Increased Sales by providing discounts on installation and maintenance cost.
3. Conducted hardware and software inventory audits, leading to a 20% reduction in unnecessary IT expenses for customers.
4. Developed and delivered IT and printer repair training sessions for interns and customers improving overall work proficiency and self-sufficiency.

Education

Computer Science
Koforidua Technical University, Ghana.
2019 - 2022

Training & License

Comptia A+
Alison University
2024

Azure Fundamentals
Microsoft
2024

Sira Security
Aman Security Training
2024

Working as an IT Support Technician
Alison University
2023

IT Technician Apprentice
Printbest Technologies
2017

Soft Skills

- Leadership & Problem Solving
- Attention to detail & Accuracy
- Communication & Interpersonal Skills
- Customer Service
- Time Management
- Documentation
- End User Training.

Core Competences

- Technical Proficiency
- Networking & Security
- Operating Systems
- Software Management
- Cloud Administration
- Cisco Configurations
- Laser Printer & MFP Repairs
- Troubleshooting