



KOFI AGBENYEGAH AHIATAKU

IT Support / Technician

📍 Abu Dhabi, UAE

✉ Kofitechnocrat@gmail.com

🗣 English Language

🇬🇭 Ghanaian

☎ +971 544 178 270

🛂 Ghana Drivers License

🌐 www.linkedin.com/in/kofi-agbenyegah-ahiataku-502921b7

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, cloud computing, network administration, user support and skilled at deploying and configuring windows and Linux systems, ensuring data security, and optimizing system performance.

Education

Computer Science

Koforidua Technical University, Ghana.
2019 - 2022

Training & License

- **Comptia A+**, Alison University - 2024
- **Azure Fundamentals**, Microsoft - 2024
- **Working as an IT Support Technician**, Alison University- 2023
- **IT Technician Apprentice**, Printbest Technologies - 2017

Experience

Associate

Amazon AUH1 - Abu Dhabi, UAE

July 2024 - 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 shift

IT Engineer (Fixed term Contract)

Marichael Links Co. LTD- Accra, Ghana

2023 - 2024

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

- Unboxing and connecting computers & peripherals.
- Setting up and connecting network devices.
- Configuring routers, access points (APs), and Layer 3 switches.
- Windows Server 2022 installation and configuration.
- Remote Desktop Protocol (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 ICT Heads of Departments (HoDs) and teachers on setup, implementation, and best practices.
- Maintaining inventory records and report writing.

IT Support Engineer

Cocoa Research Institute of Ghana - ER, Ghana

2022 - 2023

Scientific Information Unit / Department

- Provided technical support to over 250 employees.
- Software installations and configuration.
- Hardware installation, upgrades, and repairs.
- Laser printer/MFP repairs.
- Web Application development and deployment.
- Data backup and recovery.
- Cable management.
- AWS Computing.
- Network file sharing and security.
- Computer and network troubleshooting.
- Security measure implementations.
- Conducted user training.

Achievements:

- Reduced printer downtime by 50% through implementing a preventive maintenance program and efficient repair protocols.
- Designed and developed a leave management system using HTML (frontend) and PHP/MySQL (backend), resulting in a 100% switch from paperwork to a UI-based system.
- Resolved IP conflicts by creating an exclusion list of IP addresses for printers with no DHCP functionality. Switched from using IP addresses to PC/device names for sharing files, printers, and devices, reducing access errors by 100% whenever new IP addresses were released.
- Enhanced network security by 50% through implementing network segregation and creating virtual networks on managed switches.

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
- CCTV & Network Setups (Wired and Wireless network Systems)
- Router, AP, Switch Configurations.
- Sales of IT equipments and devices.
- Performed Apprentice and User Training.
- Graphic Designing.

Achievements:

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