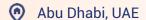


# KOFI AGBENYEGAH AHIATAKU

IT Support / Technician

Linked in

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



(F) Ghanaian

Kofitechnocrat@gmail.com

+971 544 178 270

**X** 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.

# 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

# **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

# **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.
- 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:**

- 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.
- 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