Kevin Sencherey

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Profile

Kevin has keen interest in technology and the mutual correlation between IT and the management of diverse kinds of projects. He relishes a challenging role in a fast-growing company which offers great opportunities for career progression and good remuneration. His passion for technology has translated into his hobbies of flying remote-controlled drones and helicopters as well as taking photography and video editing at his leisure.

Education

January 2013 – June2014	**Sheffield Hallam University**
	MSc Telecommunication and Electronic Engineering, Merit
	International Achievement Scholarship
August 2006 – June 2010	**Kwame Nkrumah University of Science and Technology**
	BSc Electrical/Electronic Engineering, 2:1
Further Qualifications:	Master Designing and Manufacturing Electronic Circuit in Proteus
Other Skills:	MatLab, Simulink, LabVIEW, VHDL in Quartus, Mentor graphics

FDM Training

FDM Academy, Leeds.   **July 2016 – February 2017**

Kevin has completed the .NET Development programme. This programme included the following modules:

.NET

1. Professional Skills
2. SQL
3. Excel/VBA
4. UNIX
5. Web App Design(HTML, CSS, XML, XSLT, javaScript, jQuery)
6. Object Oriented Development
7. ASP.NET MVC
8. C#
9. Data Access
10. Web Programming Server and AJAX
11. Windows Communication Foundation
12. Windows Presentation Foundation

Research And Projects

FDM Academy

Software Development

- ➢ C# program to validate postcodes in the United Kingdom (Task is on https://gist.github.com/edhiley/5da612c93e31c7e60355 and solution on GitHub account at https://github.com/kevinsencherey/cSharpWorkspace).
- ➢ Bank Account Application with difference account: current, overdraft and saving accounts with the latter having interest rate and interest earned.
- ➢ Web application using HTML, CSS and JAVASCRIPT.
- ➢ Charity website application using ASP.NET MVC, Entity Framework and Windows Communication Foundation (WCF) where registered users can view good causes and make donations.
- ➢ Cash Converter application which converts any selected currency to another in the London stock exchange.
- ➢ Shell script which removes files from Unix operating system and has the capacity to restore deleted files.

Sheffield Hallam University

Electronics

- ➢ Design and construction of a driver circuit for a 12V Astrosyn stepper motor which was digitally controlled using LabVIEW to run a mechanical respirator to ventilate an artificial lung invasively (**https://www.youtube.com/watch?v=X8Z0AANVI_k**).
- ➢ Design and layout of one bit comparator and cascaded it into an n-bit comparator: captured the comparator cell using logic gates and run a digital simulation using quartus to verify operation of the circuit, redesigned the comparator circuit using transistors on mentor graphics and simulated, performed a transient analysis of the cell using Accusim and then created a layout of the cell.
- ➢ Design and implementation of a 2-to-1 multiplexer with a select input on the Altera DE2 board, programming the FPGA chip using VHDL in quartus. Cascading four 2-to-1 multiplexers to implement a 5-to-1 multiplexer with three select inputs on the Altera board.
- ➢ Implemented a 7 segment decoder with 3-bit input, displaying the characters (H-E-L-O-blank) on a 7 segment display.
- ➢ Programming of the FPGA on Altera DE2 board so as to display the characters 0 to 9 on the 7 segment hexadecimal LED display.
- ➢ Design of a circuit which converts a 4-bit binary number to a 2-digit decimal equivalent and implement it on the Altera DE2 board using VHDL in quartus.
- ➢ Design of a four-bit ripple carry adder and implement on Altera DE2 board.
- ➢ Design of a circuit which adds two binary coded decimals giving a 2-digit BCD sum which is displayed on two 7 segment LED displays.

- Design of a combinational circuit which converts a 6-bit binary number into a 2-digit decimal number shown on two 7-segment HEX display, implementing the operation of the circuit on the DE2 board.
- Design of an array multiplier using AND gates and full adder, implementing its operation on the Altera DE2 board and displaying its results on two 7-segment LED displays and its hexadecimal equivalent on two other displays, extending the design to multiply 8-bit numbers to yield 16-bit products.
- Design and implementation of time-of-day clock displaying the hour and minute on two 7-segment LED displays.
- Design of a second order Butterworth filter to filter a heart signal.

Computer Networking
- Modelling of a computer network using a simulator and interconnecting real network components using UTP cable media.
- Configuration of a computer OS for network access and test connectivity, measuring the network performance (delay and throughput) and use network protocol analyzer to capture and analyze data packets.
- Installation and configuration of IEEE 802.11 WLAN services.
- Detect and measure RF signals, noise and interference.
- Measured WLAN performance: response time and throughput.
- Investigate Wireless LAN security including WPS.
- Capture and analysis of WLAN packets.
- Set up and investigate simple static routed intranets.
- Used TCP/IP and NETBIOS diagnostic utilities.
- Capture and analyze IP packets.
- Configured and used static routers.
- Accessed the internet via an ADSL broadband router.
- Configured clients to use dynamic IP addressing.
- Install and used SIP based VoIP services.
- Investigate and assess performance of VoIP over Ethernet.
- Capture and analyze VoIP packets, measuring the quality of service and obtaining the R-Factor and MOS.
- Install an Ethernet Network Interface Card (NIC) and transmission media (cables and hubs).
- Configure windows OS PCs for network access.
- File sharing between workgroup PCs.
- Link workgroup hubs together.
- Set up and use an IEEE 802.11b/g wireless bridge link.
- Install and use a switching hub and VLAN switch.
- Monitor network traffic decode data packages and measure network performance.
- Install and configure remote access services.
- Investigate Virtual Private Networks (PPTP, L2TP/IPSec).
- Sharing internet connections.
- Configure NAT Routers and firewalls for internet access.

> ➢ QAccess private and public internet resources remotely.

Kwame Nkrumah University of Science and Technology
Electrical and Electronics
> ➢ Design and built an automatic voltage regulator which delivered a constant output voltage of 240 V AC for varying input voltages in the range of 160 – 270 V AC.
> ➢ Design, construction and implementation of water level sensor cum pump actuator system which senses the level of water in an overhead tank and activates water pump automatically when the level of water in the tank falls to its minimum level, stopping the pump when tank is fully filled up.
> ➢ Design, built and installed an emergency DC lighting system for Unity Hall of the university: the system automatically charging the DC battery on standby and switches the lights on when power from the national grid is interrupted at the same time sensing the intension of darkness and day light in premises before activating the emergency light thus illuminating the premises of the hall at night when power is intercepted.
> ➢ Design and construction of an audio amplifier.
> ➢ Design of AC and DC powered photocells with in-built battery charging system.

Employment History

LiquidLogic, Leeds, UK   **Jul 2021 - Now**

Senior Application Support Engineer

- LiquidLogic is the UK's fastest growing supplier of software for Local Authority social care and education management services.
- Responsibilities include
  > ➢ Responsible for 2nd and 3rd line support function as part of Application Support Team.
  > ➢ Skills and knowledge leader within Application Support Team.
  > ➢ Act as deputy for the Team Lead when required.
  > ➢ Investigate, analyse and problem solve Application Support incidents with SQL.
  > ➢ Liaise and problem solve with Developers and with 3rd party subcontractors.
  > ➢ Liaise with customers over issues and problems that they encounter.
  > ➢ Assist the team lead in co-ordination of major incidents.
  > ➢ Support Other Analysts in incident and Jira prioritization.
  > ➢ Provide link between the Application Support teams and Problem Management and help monitor escalations between the two teams.

LiquidLogic, Leeds, UK   **Jun 2021 – Jul 2021**

Application Support Engineer

- LiquidLogic is the UK's fastest growing supplier of software for Local Authority social care and education management services.
- Responsibilities include
  - ➤ Performing root cause analysis of LiquidLogic Children's System (LCS) and Early Help Module (EHM) system down and performance related issues.
  - ➤ Responsible for 2nd and 3rd line support function as part of Application Support Team.
  - ➤ Configuration of customer software sites
  - ➤ Using SQL queries and administrative tools to resolve tickets meeting all SLAs in the process.
  - ➤ Using telnet to record trace of UI actions as part of resolution of IT issues relating to the use of LiquidLogic children's system.
  - ➤ Using virtualization tool, VPN and Remote desktop protocol to remotely connect to customer sites to investigate issues
  - ➤ UAT testing to replicate app related issues.
  - ➤ Perform of system checks to ensure apps and back up and running after patching of hosted site servers.

LiquidLogic, Leeds, UK   **Sept 2018 – Jun 2021**

Service Desk Support Analyst

- LiquidLogic is the UK's fastest growing supplier of software for Local Authority social care and education management services.
- Responsibilities include
  - ➤ Performing root cause analysis of LiquidLogic Children's System (LCS) and Early Help Module (EHM) system down and performance related issues.
  - ➤ Configuration of customer software sites
  - ➤ Using SQL queries and administrative tools to resolve tickets meeting all SLAs in the process.
  - ➤ Using telnet to record trace of UI actions as part of resolution of IT issues relating to the use of LiquidLogic children's system.
  - ➤ Using virtualization tool, VPN and Remote desktop protocol to remotely connect to customer sites to investigate issues
  - ➤ UAT testing to replicate app related issues.
  - ➤ Perform of system checks to ensure apps and back up and running after patching of hosted site servers.
- Skills gained
  - ➤ Virtualization (VMWare), SQL, Database Schema, Remote Desktop Protocol (RDP), File Transfer Protocol (FTP), Telnet, Error Debugging.

Celesio group, Coventry, UK   **June 2018 – Sept 2018**

Application Maintenance Specialist

- Celesio is a leading provider of integrated healthcare services to the NHS, specializing in medicines, pharmaceutical care and primary care patient services. Application Maintenance provide, third line support, exploring the root causes behind recurring issues.
- Responsibilities include
  - ➢ Querying database using SQL and amending data as part of resolution to IT issues.
  - ➢ Using Unix commands to access and review production codes, logs, scripts to diagnose the problems encountered by end users and fixing them in line with SLAs.
  - ➢ Running Korn shell scripts to process files.
  - ➢ Using SAP Integration Engine management system to monitor the processing of data ensuring that errors are detected and corrected.
- Skills gained
  - ➢ SAP, Unix, Shell scripting, SQL, Prioritizing incidents, Resolving third line tickets.

Thebigword, Leeds, UK   **May 2017 – April 2018**

Third Line Application Support Analyst

- Thebigword is a leading language translation and interpreting solutions provider through advance technology. Third Line Application Support forms the bridge between Product Support and other technological functions such as Dev and Test teams, Infrastructure, Database and Architectural teams.
- Responsibility include:
  - ➢ Thorough investigation and analysis of problems relating to the diverse systems and finding interim workarounds until permanent resolution from relevant teams.
  - ➢ Writing of MS SQL script to update database accordingly as resolution to some IT issues.
  - ➢ Testing system functionality to replicate problems raised as bugs and forwarding to Business Analysts to be included in Development product backlogs for fix in new releases.
  - ➢ Restarting or resetting various desktop and web services to restore system functionality.
  - ➢ Managing of automation, second and third line support queue using Zendesk ticketing system.
  - ➢ Remote into client PCs to solve technical problems relating to the bespoke applications, legacy system and web application used by clients to access translation, transcription and interpreting services provided by the company.
  - ➢ Citrix remote log in to resolve IT issues
- Skills gained
  - ➢ Ability to liaise with different teams (Business Analysts, Development, Testing, Product Support, IT Desktop Service, Infrastructure, Database Administrators, Project Managers, Product End Users)
  - ➢ Ability to prioritize tasks, time management, attention to details and creating knowledge base articles.

TheBigWord, Leeds, UK   **December 2017 - April 2018**

Trainer (secondment duty)

Trained new second line support analysts on how to use the software application supported (transcription, translation and interpreting) on how to perform end of month related tasks which were reserved for third line support in the event that all two members of the third line team were on leave. This happened when the third line team lead went on maternity leave.

- Skills gained
    - Effective team management, task delegation, time management, team building

Just Trays Limited, Leeds, UK.   **September 2014 – November 2015**

Production Operator

- Just Trays is a leading manufacturer of shower trays and accessories. An operator on the Vac form department which commenced the production process by forming the acrylic skins for its entire product.
- Responsibilities included:
    - ➢ Stopping processes in the event of non-conformance of products to standards and rectifying the anomalies in system settings.
    - ➢ Operating of processes in accordance with standard procedures and safe working practices. Identification, removal and segregation of defective products.
    - ➢ Effective team work to meet and exceed daily production targets with minimum loss to products non-conformity to standards.
- Skills gained and how utilized
    - ➢ Critical attention to details and the minutest of flaw..
- Challenges faced and how overcome
    - ➢ Working under intense pressure.

ACRecruit, Leeds, UK.   **June 2014 – November 2014**

Event operative

- ACRecruit is a UK based event organizer which specializes in outsourcing personnel for its clients in the hospitality industry.
- Responsibilities included
    - ➢ Setting up, taking orders, serving of food to customers on tables.
- Skills gained and how utilized
    - ➢ The incessant interactions with clients at various functions resulted in a massive improvement in Kevin's modes of communication which heretofore was nothing to write home about.

Millennium Portfolio:

CleanPower Automated Power Management Solutions, Accra, Ghana.   May 2012 – December 2012

Operations and Support Engineer

- CleanPower limited, a subsidiary company of the Millennium Portfolio provide automated power management solution to its clients nationwide.
- Responsibilities include*d*
  - ➢ Providing technical analysis, project and operations management.
  - ➢ Client field evaluation and maintenance services for all activities undertaken under the aegis of cleanPower automated power management solutions.
- Skills gained and how utilized
  - ➢ Effective time management was keen in the execution of every project on clients' site meeting deadlines and prompt response to maintenance call outs from sites.
  - ➢ Critical thinking during troubleshooting.

Ghana Grid Company Limited   **August 2010 – August 2011**

Kumasi Substation and Area Office, Ghana

Electrical Engineer Intern

- Responsibilities included
  - ➢ Integrating new switchgears into existing substations.
  - ➢ Installing and testing on power line communication systems.
  - ➢ Conditional and preventive maintenance and upgrade of substation systems.
  - ➢ System monitory, data acquisition and analysis.
  - ➢ System parameter checks, troubleshooting, fault detection and diagnosis.

- Skills gained and how utilized
  - ➢ Fault detection and diagnosis.
  - ➢ Critical and Analytical thinking.
  - ➢ Problem solving skill.

IT consultancy skills

  - ➢ Web Design: ASP.NET MVC, HTML, CSS, JavaScript.
  - ➢ VMWare
  - ➢ Advanced SQL Certification with Wiseowl
  - ➢ Citrix
  - ➢ SharePoint
  - ➢ Microsoft Office 365
  - ➢ Database Backups
  - ➢ Electronic Circuit Design Skills: Proteus ISIS and ARES, Documentation and programming
  - ➢ Programming languages: VHDL, MATLAB, LabVIEW, C#, JavaScript.

- Hardware: Microcontroller (NI myDAQ), FPGA chip (cyclone II EP2C35F672C6) on Altera DE2 board.
- Operating systems: Windows 7 & 8, Unix.
- Analysis and Design: Very Large Scale Integration (VLSI), System model of a real plant using simulink, Design of second order Butterworth filter to filter a heart signal.
- Software-Tools: LAN, TCP/IP protocols, MS-Office, Quartus, Eagle, Mentor Graphics, ModelSim, Accusim, and Microsoft Visual Studio.
- Networking Skills: LAN, Wireless network configuration, Wireshark, Observer, VOIP (SIP)

Awards

- International Achievement scholarship – Sheffield Hallam University, 2013 -2014.
- Certificate of Commitment, Course Representative – Sheffield Hallam University, JAN 2013 – JUN 2014.
- Certificate of Completion, Strategies for quality improvements in teaching service – Insightful Africa Project, JUL 2006.
- Government scholarship for academic excellence – Accra Academy, SEPT 2002 – MAY 2005
- Certificate of Honor, Science Club General Secretary – Accra Academy, JUN 2004 – JUN 2005.
- Certificate of academic excellence – Emills Junior High School, OCT 2000

Interests and Activities

Kevin likes to watch or play football with friends, spend time with family, fly helicopter and drones and compete with players online in car racing. He also enjoys photography and video editing at his spare time.