

# Kwame Danso

Accra, Greater Accra Region  
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## Work Experience

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### **National Service Personnel**

Ernest Chemists Limited - Accra, Greater Accra Region  
September 2019 to December 2020

- Assist staff with installation, configuration, and ongoing usability of desktops, laptops, peripheral equipment, and software complying with given standards and guidelines.
- Train and guide staff in hardware and software usage.
- Maintain and resolve issues on LAN/WAN, and other computing equipment.
- Interact with vendor support contacts to resolve technical problems with desktop computing equipment and software.
- Recommend and implement upgrades on systems to ensure longevity.
- Responded to support requests from end-users and patiently walked individuals through basic troubleshooting tasks.
- Identify and repair hardware and network connectivity issues.
- Assist in technical upgrading and maintaining of entire desktop systems.
- Support in testing and deployment of new applications and systems.
- Participate in important technological department projects and perform problem diagnosis of network and desktop environment under IT Management direction.

## Education

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### **Bachelor of Technology in Computer Science**

Accra Technical University - Accra, Greater Accra Region  
January 2021 to Present

### **Higher National Diploma in Computer Science**

Accra Technical University - Accra, GH  
September 2016 to September 2019

## Skills

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- Computer Hardware
- Remote Access Software
- Computer Networking
- TCP/IP
- Customer Support
- Linux

- Technical Support
- Network Support
- Customer service
- Microsoft Office
- LAN
- Microsoft Windows
- Software Troubleshooting

## Assessments

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### **Basic computer skills — Expert**

January 2022

Performing basic computer operations and troubleshooting common problems

Full results: [Expert](#)

### **Technical support: Customer situations — Proficient**

January 2022

Responding to technical support situations with sensitivity

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.