Kofi Yeboah

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Summary

Experienced Incident Response Specialist with a proven track record of supporting large user environments. Renowned for resolving complex hardware and software issues efficiently while prioritizing user satisfaction. Proficient in documenting and managing support requests, collaborating across teams, and contributing to knowledge bases. Dedicated to continuous learning and staying current with emerging technologies to provide optimal support.

Education and Certification

B.S. Computer Technology (Currently Enrolled)
Bowie State University

Cyber Security Training
Immersion Tech, June 2018

COMPTIA Security+

Work Experience

Service Desk Specialist

SMDI, Arlington, VA

May 2022 – March 2024

- Fielded incoming help requests via telephone and email, consistently delivering courteous and efficient customer service.
- Installed, configured, and performed routine maintenance on Exchange Servers to ensure optimal performance and security.
- Conducted preventative maintenance, ensuring optimal performance of workstations, printers, and peripherals.
- Implemented security measures such as spam and virus protection and responded to email security incidents.

- Managed user accounts, mailboxes, distribution groups, and permissions.
- Supported end users with email-related issues, including email archiving, retention policies, and compliance.
- Provided mobile device management (MDM) support for email services.
- Investigated and troubleshooted applications, hardware, and operating systems to resolve technical issues.
- Collaborated with other IT team members to integrate email systems with applications and services.
- Installed and updated operating systems and software.
- Experienced with Office 365.
- Performed network administration, set up user accounts, reset passwords, and administered group policies via Active Directory.
- Created and managed Active Directory computer and user accounts.
- Provided administrator and help desk support for multiple SharePoint sites.
- Assisted with imaging new laptops and desktops using desktop imaging software.
- Provided basic training to employees in computer operation and management.
- Installed and maintained hardware and computer peripherals.
- Demonstrated advanced knowledge of computer hardware systems, chipsets, memory modules, and peripherals.
- Knowledgeable in popular operating systems, software applications, and remote connection systems.
- Conducted network vulnerability scans using Tenable Nessus.
- Worked with DHCP and DNS services within Windows and Mac environments.
- Thrived in fast-paced environments, working independently and prioritizing tasks to meet deadlines.

Junior System Administrator

Business PC, Laurel, MD

June 2018 – May 2022

- Managed and maintained numerous workstations and servers, ensuring optimal performance and minimal downtime.
- Prioritized and scheduled problems, escalating when necessary to experienced technicians.
- Recorded, tracked, and documented the help desk request problem-solving process.
- Identified and learned appropriate software and hardware used by the organization.
- Performed hands-on fixes, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems.
- Conducted preventative maintenance on workstations, printers, and peripherals.
- Monitored the network infrastructure using tools like Splunk dashboards and

SolarWinds, addressing alerts to maintain performance.

   - Orchestrated incident response procedures, ensuring minimal operational impact and maximum uptime.

   - Maintained detailed records and documentation of incidents.

   - Fostered collaborative relationships within the team and with stakeholders.

   - Participated in assessing, testing, and implementing IT environment changes, adhering to change management processes.

   - Demonstrated exceptional communication and interpersonal skills, fostering effective collaboration.

   - Exhibited strong problem-solving and analytical skills, ensuring accurate diagnosis and effective solutions.

References

Available upon request.