

## Mahonne Akyempon

Gomoa Buduatta Junction, Gomoa East, Central

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### Summary

Dedicated IT Support Specialist with a strong foundation in troubleshooting, problem-solving, and end-user training. Proven ability to learn and adapt new technologies rapidly and deliver high-quality support in both individual and team settings. Known for clear communication, punctuality, and consistently ensuring smooth IT operations.

### Skills and Competencies

Desktop & Hardware Support	Windows OS   MacOS   Basic Linux (Ubuntu/CentOS) Configurations   Computing Devices (Desktop, Laptop, Smartphones)   Peripheral Devices
Software & Applications	Office 365 Suite   Google Workspace   Common Educational and CRM Platforms.
Networking Fundamentals	TCP/IP   DNS   DHCP   LAN/WAN   Basic Wi-Fi Setup and Troubleshooting.
User Support & Training	Ticket triage   End-user Onboarding,   Creating How-to Guides   Live and Virtual Training Sessions.
Systems Administration	User Account Management   Permissions   Backups   Antivirus Deployment
Tools & Documentation	Service Ticketing (e.g., Zendesk/Jira)   Knowledge-base Creation   SOP Authoring
Soft Skills	Excellent Communication   Time Management   Adaptability • Strong Customer Service focus
Others	Git   Basic PowerShell Scripting   MDM fundamentals   Basic Programming and Frameworks   AI Utilization

### Experience

TLIMS MONTESSORI SCHOOL	Gomoa Akotsi, Ghana
ICT Support Coordinator	Sep. 2024 – Present
<ul style="list-style-type: none"><li>Oversee day-to-day IT operations for student and staff environment, including user-account setup, password resets, and access control.</li><li>Administer the school website and student information system, applying updates and performing regular backups.</li><li>Train new staff in digital tools (e-mail, cloud storage, virtual classrooms), improving technology adoption and reducing support tickets.</li><li>Maintain an up-to-date asset inventory and coordinate preventive maintenance schedules for all IT equipment.</li></ul>	
PERFECT CHILD ACADEMY	Gomoa Akotsi, Ghana
ICT Trainer & Support Technician	Jun. 2023 – 2024
<ul style="list-style-type: none"><li>Implemented and maintained classroom computers and projectors</li><li>Provided end-user training to teachers and administrative staff on school-management software and digital lesson tools.</li><li>Troubleshoot network connectivity and printer issues, liaising with external vendors for hardware repairs/upgrades.</li><li>Developed clear, step-by-step user guides and troubleshooting checklists to empower staff to resolve common issues.</li></ul>	
PINUNO SOFTWARE COMPANY	Remote · Spijkenisse, Netherlands
IT Support Assistant (Sales & Customer Systems)	2019 - 2023
<ul style="list-style-type: none"><li>Served as first point of contact for client inquiries, diagnosing and resolving application issues via phone and e-mail.</li><li>Managed and updated customer records in CRM, ensuring data integrity for 50+ active accounts.</li><li>Conducted software demonstrations and user-training sessions, boosting client adoption</li><li>Logged, tracked, and escalated complex issues through the ticketing system, collaborating with developers to deliver fixes.</li><li>Generated weekly support reports, highlighting key trends and recommendations for process improvements.</li></ul>	

Education & Certifications

2025	Career Essentials in System Administration, <small>LinkedIn Learning</small>
2024	Diploma in Information Technology Support, <small>Alison</small>
2020	Google Technical Support Fundamentals, <small>Coursera</small>
2019	Responsive Web Design, <small>FreeCodeCamp</small>
2018	WASSCE, <small>Ideal College</small>
2015	BECE, <small>Hope Christian Academy</small>

Referees

Mr. Charles Newton Cambridge Art Teacher North Legon Little Campus Phone: +233248154622	Mr. Ricky Mormor Senior Software Developer Edmonton, Alberta, Canada Email: rickymormor1@gmail.com
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