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. 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	Computing Devices...
Software & Applications	Office 365 Suite	Google Workspace	CRM Platforms…
Networking Fundamentals	TCP/IP	DNS	DHCP	LAN/WAN	Basic Wi-Fi Setup…
User Support & Training	Ticket triage	End-user Onboarding…
Systems Administration	User Account Management	Permissions	Backups...
Tools & Documentation	Service Ticketing	Knowledge-base Creation…
Soft Skills	Excellent Communication	Time Management	Adaptability Strong Customer Service focus
Others	Git	Basic Programming and Frameworks	AI Utilization

Experience

TLIMS MONTESSORI SCHOOL — Gomoa Akotsi, Ghana
ICT Support Coordinator — Sep. 2024 – Present

- Oversee day-to-day IT operations for student and staff environment, including user-account setup, password resets, and access control…etc

PERFECT CHILD ACADEMY — Gomoa Akotsi, Ghana
ICT Trainer & Support Technician — Jun. 2023 – 2024

- Implemented and maintained classroom computers and projectors
- Provided end-user training to teachers and administrative staff on school-management software and digital lesson tools.
- Troubleshoot network connectivity and printer issues, liaising with external vendors for hardware repairs/upgrades.

PINUNO SOFTWARE COMPANY — Remote · Spijkenisse, Netherlands
IT Support Assistant (Sales & Customer Systems) — 2019 - 2023

- Served as first point of contact for client inquiries, diagnosing and resolving application issues via phone and e-mail.
- Managed and updated customer records in CRM, ensuring data integrity for 50+ active accounts.
- Logged, tracked, and escalated complex issues through the ticketing system, collaborating with developers to deliver fixes.

Education & Certifications

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

Referees

Mr. Charles Newton	Mr. Ricky Mormor
Cambridge Art Teacher	Senior Software Developer
North Legon Little Campus	Edmonton, Alberta, Canada
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