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EMMANUEL KWAKU KLUTSE

PROFILE

A multi-skilled IT professional with over 8 years' supervisory and technical expertise. Very capable with a proven ability to ensure the smooth running of ICT systems and to provide IT services that will improve the efficiency and performance of a company. Extensive practical knowledge of complex systems builds, hardware and software testing, network support, technical support and computer repairs.

OBJECTIVE

Looking for a new and challenging managerial position, one that will make best use of my existing skills and experiences and also further my personal development.

PROFESSIONAL STRENGTHS

- Ability to prioritize activities effectively; make others aware of conflicting priorities and propose solutions.
- Ability to operate effectively as a core member of work teams; solicit and incorporate diverse perspectives.
- Actively building relationships and continuously gather and improve feedback to improve performance.
- Learning from successes and failure; apply learning and help make it relevant to others.
- Dealing with problems directly, seeking guidance or perspective from peers, managers and thought partners.
- Ability to build strong relationships, lead others and work well under pressure.
- A good planner with the ability to balance speed with quality.
- Effective verbal, presentation and communication skills

TECHNICAL PROFICIENCIES

- Operating System (Windows, Linux, macOS)
- Software Development (HTML, CSS, Bootstrap, JavaScript, jQuery, Django, Python)
- Hardware (Personal Computers, Servers, Paper and Zebra Card Printers)
- Networking (Security, Optimization, WAN, LAN, Radio)
- Project Management

CAREER HISTORY

Genkey Africa Limited   **2013 - 2017**
Support and Projects Engineer

- Providing advice, coaching and training to enhance the expertise of customers and colleagues on our products including all network related issues
- Training of external support team on zebra printer repairs
- Develop documentations and assistance tools on a wiki
- Installation, Configuration and Support of all Genkey applications
- Installation and Configuration of postgreSQL database
- Installation and configuration of Linux server environment
- Assist with Quality Assurance efforts
- User IT support for internal staff
- Manage record for all hardware including network devices for the organization

Projects(2012)

Genkey Africa Limited
- Implementation of Genkey network infrastructure

Genkey Africa Limited
- Management of biometric verification device production lines during 2012 election in Ghana

TATA Africa Holding Ghana Limited   **2010-2011**
IT Officer
- Administering the whole IT infrastructure – switches, firewalls, routers, and servers
- Troubleshooting hardware problems in regards to all the server range, tape backup units, switches, KVM
- Troubleshooting and solving networking issues - TCP/IP, DNS, DHCP, Layer 2/3 network devices, wide area network (WAN)
- Providing support for tally, an accounting software

BusyInternet Ghana Ltd   **2008 - 2010**
Radio Frequency Administrator
- Configuration of Cisco series routers
- Monitoring and analyzing bandwidth usage
- Implementation of all Wide Area and Local Area Networks
- Setting up base stations for the ISP
- Installing Client Premise Equipment for ISP customers.

EDUCATION	
	- Degree in Information System Sciences, Regent University College, 2010-2013
	- Cisco Certified Network Administrator(CCNA), Certified (N+) Network and (A+) Hardware Engineer, IPMC Training Institute, 2008-2009
	- West African Senior School Certificate Examination(WASSCE), Keta Senior High School, 2005-2008

PERSONAL INFORMATION

Nationality: Ghanaian
Languages: English, Ewe and Twi
Marital Status: Married
Hobbies: Swimming and Reading

REFERENCES   Available upon Request