

# PETER MENSAH

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Accra | **Marital Status:** Single | **Date of Birth:** 23rd December.

## PROFILE SUMMARY

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An IT Professional with extensive expertise in designing, implementing, and managing cutting-edge IT systems. Proficient in managed IT services, cloud computing solutions, cybersecurity, and comprehensive IT support with a proven track record of spearheading digital transformation initiatives, optimizing IT operations, and driving technological advancements to support business success. Strong problem-solving abilities, coupled with a keen eye for emerging technologies and industry trends. Committed to delivering innovative solutions that align with corporate objectives and elevate organizational efficiency.

## TECHNICAL SKILLS

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**Cloud Computing:** Microsoft Office 365 | Google Cloud Platform | Cloud Migration & Management

**Data Management:** Database Management | Data Security | Business Intelligence | Reporting & Analytics

**Network Security & Management:** Cybersecurity | Network Management | Routing & Switching | Wireless Networking | Virtualization | Risk Assessment.

**Programming Language:** C++ | PHP | Python.

**Others:** Hardware deployment | Technical writing | Operating system knowledge | Data backup & replication.

## WORK HISTORY

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### VODA CUSTOMER EXPERIENCE CENTER – TEAM LEAD

July 2024 – Dec 2024

The VODA is a dedicated, immersive space designed to engage project-based customer support. It delivers personalized, hands-on service with real-time assistance, end-to-end support, proactive follow-ups, and tailored communication to boost client satisfaction and ensure operational continuity.

- Led a team of 50 customer service representatives by implementing mentorship programs and weekly team-building exercises, resulting in significant improvement in team productivity
- Analyzed KPIs (average handling time, customer satisfaction, first-call resolution) and reoriented workflows by launching new scripts and setting up real-time dashboards, resulting in measurable uplift in customer satisfaction and first-call resolution rates
- Streamlined training programs by modularizing content and introducing simulation exercises, substantially reducing onboarding time and improving first-call resolution
- Conducted weekly call evaluations and one-on-one coaching, driving notable improvement in agent performance scores
- Resolved escalated customer issues using QContact CRM analytics and structured root cause analysis, achieving high first-contact resolution rates
- Compiled daily KPI reports and presented insights that led to onboarding changes, improving new agent readiness

### SYLVERSYS CONSULTING INTERNATIONAL - IT HELP DESK SPECIALIST.

Dec 2018 – April 2019

- Delivered on-site and remote IT support to Microsoft Office 365 users globally, improving client system uptime and boosting overall customer satisfaction.
- Deployed Microsoft Office 365 solutions (Exchange Online, SharePoint Online, Azure AD) for global clients,

securing domain management and streamlining data/email archiving processes.

- Monitored client systems via the GlobalWatch™ platform and proactively escalated incidents, reducing average incident response time
- Managed incident tickets through the ITSM portal and LogMeIn, maintaining high SLA (Service-Level Agreement) compliance rates across global accounts
- Provided end-user support for Microsoft Office 365 (user management, license configuration, Rights Management), increasing user satisfaction ratings
- Maintained accurate CMDB documentation and streamlined knowledge bases, enhancing team-wide first-time resolution rates.

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#### **INCHARGE GLOBAL LIMITED - IT SUPPORT OFFICER**

**Feb 2016 – Oct 2018**

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- Provided technical support for business-critical applications (Cloud services, Domains, USSD apps and Payment Gateway platforms), enhancing operational reliability across departments
  - Strengthened system security by implementing IT policies, enhancing password protocols, and tightening access controls, reducing unauthorized access incidents.
  - Delivered end-user support via helpdesk, phone, and remote tools, improving service response times and securing remote access points
  - Developed step-by-step training manuals post-application upgrades, improving user adoption rates and reducing support queries.
  - Served as the escalation point for network and security issues, minimizing downtime and ensuring business continuity.

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#### **MILLICOM GHANA (TIGO) - BILLING ASSURANCE ANALYST (ASSISTANT).**

**Oct 2014 – Jan 2016**

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- Validated Tigocash revenue using internal audit protocols to ensure accuracy and compliance with financial controls.
  - Designed and implemented risk-based audit controls on Tigocash, reducing fraud exposure and strengthening financial security.
  - Reconciled high-volume e-money transactions with trust accounts and partner banks, identifying and resolving discrepancies within SLA timelines.
  - Conducted monthly reconciliations between Tigocash (Utiba) and the Convergent Billing System (CBS) for airtime transactions, ensuring data integrity.
  - Tested new rates on Tigocash transactions, identifying and reporting defects to ensure accuracy and functionality.
  - Verified SIM card functionality through end-to-end testing pre/post-deployment, reducing activation failures
  - Developed SQL scripts in Management Studio to automate transaction monitoring, enabling early detection of irregularities and improving data integrity controls.

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#### **VOLUNTARY WORK**

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##### **JMP4AFRICA (NGO) - IT & PRODUCT DEVELOPER.**

**Aug 2020 – Jan 2024**

**YESEE** is a Youth Empowerment and Skills Enhancement Enterprise Network of pioneering organizations, dedicated to empowering young individuals with the skills, knowledge, and opportunities necessary to thrive in today's competitive environment.

##### **Key Contributions:**

- Designed and built a custom volunteer registration portal, resulting in significant increase in volunteer sign-ups
- Conducted market research to identify pain points, influencing key product decisions

- Managed product roadmaps and prioritized features using Agile methodology, ensuring timely delivery
- Worked with senior developers and the design team to integrate APIs and create user-friendly interfaces, enhancing app features, performance, and overall appeal
- Collaborated with cross-functional teams to launch a mobile app for fundraising events
- Developed a free, open-source software tool to help the NGO with specific tasks and problem-solving
- Contributed to a community-driven tech project related to the NGO's mission
- Provided pro bono IT consulting to the NGO, helping them improve their technology infrastructure

## EDUCATION

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**BSc. Information Technology**  
*Garden City University College*

**Feb 2010 – July 2014**

**WASSCE – General Arts**  
*Odorgonno Secondary School*

**Sept 2005 - May 2008**

## CERTIFICATIONS

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**International Cybersecurity Institute (ICSI) - CNSS Certified Network Security Specialist**

**May 2022**

## CORE COMPETENCIES

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- Cybersecurity & Risk Mitigation | Cloud Migration & IT Infrastructure Optimization
- Root Cause Analysis | SLA-Driven Incident Resolution | Data Integrity & Compliance
- Network Security & Troubleshooting | KPI-Driven Performance Optimization
- Stakeholder Collaboration | Cross-Functional Team Leadership
- Customer-Centric Support

## INTERESTS

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- Open-source project contributions | Emerging tech experimentation
- Community Tech Mentorship | Technical Blogging & Knowledge Sharing
- Gardening and Outdoor Activities (Painting, football, cycling, etc.)

## REFERENCE

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Available Upon Request