

STEPHEN FRIMPONG

IT Support Technician | Customer Support | Computer Science Student | Help Desk | Windows • Networking
Newark, NJ • (862) 215-0219 • s.frimpong0303@gmail.com LinkedIn: www.linkedin.com/in/stephen-frimpong-

SUMMARY

IT Support Technician skilled in troubleshooting Windows systems, software issues, network connectivity, and user support. Experienced assisting students and faculty with login issues, password resets, device configuration, and technical problems. Strong communication, customer service, and problem-solving skills. Hands-on experience with Active Directory, virtualization, system imaging, networking labs, and remote support tools.

TECHNICAL SKILLS

- Systems & Networking: Windows 10/11, macOS, Active Directory, DNS, DHCP, TCP/IP, VPN, Wi-Fi Troubleshooting
 - Tools & Platform Skills: Ticketing Systems, Remote Desktop, Virtual Machines, System Imaging, Device Setup
 - Support & Soft Skills: Troubleshooting, User Support, Customer Service, Communication, Problem Solving
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EXPERIENCE

Help Desk Assistant — Essex County College (2022–2023)

- Resolved login issues, password resets, software errors, and system access problems for students and faculty.
- Troubleshoot Windows, Wi-Fi/VPN failures, printing errors, and application crashes, improving system stability.
- Installed software, configured devices, and performed OS updates across campus lab environments.
- Supported DNS/DHCP troubleshooting, improving network reliability for student computer labs.
- Documented recurring issues and escalated complex technical problems to speed up resolution times.

Office Assistant — Essex County College (2022–2023)

- Provided front-line support for computers, printers, and academic systems.
 - Assisted 100+ students monthly with login issues, system navigation, and software problems.
 - Performed administrative tasks to maintain accurate records and improve workflow efficiency.
 - Supported daily tech operations, ensuring smooth functioning of campus labs.
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PROJECTS

Remote IT Support Practice Labs – Windows troubleshooting, system access, and remote support scenarios.
Network Troubleshooting Lab – DNS/DHCP issues, VPN connectivity, packet analysis.
VM Deployment & System Imaging – Built VMs, imaged OS, configured accounts.
Google Troubleshooting Labs – Software, network, and device configuration issues.

EDUCATION

Rutgers University — B.S. Computer Science (In Progress)
Essex County College — A.A.S. Software Development Technology

CERTIFICATIONS

Google IT Support • Google Cybersecurity • Google AI Essentials • Cisco IT Customer Support Basics • Cisco Intro to Cybersecurity