OBED BADU

Accra, Ghana |+233548494063 |obedbadu04@gmail.com

SUMMARY OF QUALIFICATIONS

- Third-year undergraduate Information Technology Student.
- A strong background in technical support and troubleshooting through training and work experience as an intern.
- Acquired analytical skills through course works in network systems, computer programming, computer architecture and database administration.
- Knowledge of computer systems and troubleshooting.
- Inquisitive, problem-solving skills and a proactive attitude.

EDUCATION

Accra Institute of Technology | Accra, Ghana   **Sep 2019 -Present**
BSc. Information Technology

Cumulative Grade Point Average: 3.14/4.0

RELEVANT COURSES: Computer Programming, Network Administration, Computer Architecture, Database Administration, Software Development

WORK EXPERIENCE

IT Help Desk Specialist (Intern) | SYLVERSYS Consulting Ltd.   **July 2021 - Sep.2021**

- Daily check-up on server.
- Installing, modifying, and repairing computer hardware and software for clients.
- Performed diagnostic tests to help resolve problems.
- Installation of computer peripherals for end users.
- Installing operating systems and setting up personal computers.
- Troubleshooting network related issues.
- Extended Wi-Fi signals with repeaters.
- Termination of ethernet cables

TECHNICAL SKILLS

- Proficient with Front-End Languages (HTML5, CSS3 and JavaScript).
- Knowledge and proficient in MySQL Database Administration.
- Proficient and skilled in Windows Server Administration.
- Proficient with Active Directory.
- Knowledge in ethernet desktop configuration.
- Knowledge and proficient in Microsoft 365 Management.
- Knowledge in Microsoft Azure.
- Troubleshooting and Technical support.
- Proficient with Windows environment.
- Good understanding and proficient in configuring and troubleshooting of Cisco Routers and Switches.

SKILLS DEVELOPMENTS & PROJECTS

HANDS-ON LABS

- Configured and troubleshooted Cisco Switches and Routers using Cisco Packet Tracer.
- Setting up/designing networks with Cisco Packet Tracer.
- Installation of Windows Server 2016/2019 and deploying various properties in Active Directory such as password resets, user accounts creation, adding users to security groups or distribution groups, etc. on Virtual Machine.
- Handling or administering Microsoft 365.
- Created webpages and other similar projects on front-end development using HTML and CSS.

REFERENCES

Mr. Alex Oppong
(Managing Director) – SYLVERSYS CONSULTING GH.
alex.oppong@sylverys.com