

# Obed K. Badu

Greater Accra, Ghana



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## Summary

I am a young hardworking man who has almost a year experience in IT Support.

As part of my duties and responsibilities in my previous work, below are some of the skills I have, and the duties and responsibilities that I performed.

- Maintaining the daily performance of client's computers.
- Responding to customers by email to help solve their computer issues.
- Installing, modifying, and repairing computer hardware and software onsite.
- Performing diagnostic tests to help resolve problems.
- Installing computer peripherals for end users.
- Installing operating systems and setting up personal computers.
- Resolving technical issues with local area networks (LAN) at workplace and onsite.
- Following up with customers or clients to make sure their issues are resolved and providing feedback.
- Extending Wi-Fi signal with repeaters.
- Knowledge of Hypertext Markup Language (HTML)
- Proficient with XAMPP and WordPress.
- Ability to install and support client devices' operating systems and applications.
- Good understanding in setting up a network and troubleshooting it as well.
- Knowledge in computer assisted programs like MS Word, PowerPoint, and Access, etc.

## Experience



### IT Help Desk Specialist

SYLVERSYS

Jul 2021 - Present (7 months +)

## Education



### Accra Institute of Technology

Yes, Information Technology

2019 - 2023

## Licenses & Certifications



### Diploma in Information Technology Management - Alison - Empower Yourself

1247-18688219



### Networking Foundations: Networking Basics - LinkedIn

## Skills

Networking • Computer Networking • Information Technology • Analytical Skills • HTML • Adobe Photoshop • Problem Solving • Communication • Leadership • Network Administration