

Mr. KODUAH BENJAMIN

IT TECHNICIAN AND SUPPORT PROFESSIONAL

HARDWARE | ACCESS CONTROL | DIGITAL MARKETING | DESKTOP ADMINISTRATION

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PROFESSIONAL PROFILE

BSc. Information Technology Management holder and LinkedIn Learning A+ certified technician and Digital Marketer. With over 3 years post graduate experience and 2 years of working experience in Health, Aviation and IT sectors.

Flexible and innovative in adapting and applying skills in varying circumstances and ensuring best practice solutions. Excellent organizational abilities – strong ability to consistently and effectively manage and resolve multiple concurrent priorities under pressure. Effectively re-engineers underperforming devices and equipment's of various units of customers to optimize operations. Excellent planning, preparation and alignment prior to implementation and solving all technical issues.

EDUCATION

University of Professional Studies Accra, East Legon, Accra Ghana.

BSc. Information Technology Management (September 2013 – August 2017)

LinkedIn Learning

CompTIA A+ Certification (May 2018 – July 2018)

Help Desk Handbook for End Users (May 2018)

PROFESSIONAL EXPERIENCE

Freelancer

January 2020 – Till Date

Currently working as a freelancer for Appen.com, Tester.com and Fiverr on freelance on projects involving Data entry, Software testing, Website testing and IT Support. I deliver jobs on scheduled time. I also get contracts from Individuals and companies for projects involving such skills.

Al Mazrah Market (Manama, Kingdom of Bahrain)

IT Technician/Supervisor

July 2019 – December 2019

Provided technical and administrative support to ensure that Point of Sale (POS) software is updated with the right barcodes for products and their respective prices updated. Oversees stock supplied and register new products into the POS. Regular checking of security systems to prevent any criminal incidences from happening at the super market.

iDates**Text/Support Operator****March 2019 – July 2019**

Provided technical and administrative support to ensure that messages sent to clients met all rules and regulations of iDates. Ensured and assigned messages to agents and also provided online support to clients, statistics taking at the end of the month for HR department for payment processing.

Consumer Bureau**Test & Support Engineer****September 2018 – February 2019**

Worked with and tested all developed software to ensure process flow and find bugs in the system. Attended to and resolved client's issues and interviewed users of the system to find their processes and help understand the system to be developed better. Met and presented the developed systems to potential clients. Received calls and booked asset loans for clients and supplied the items at the various branches.

Persol Systems Limited**System Engineer****September 2017 – August 2018**

As a member of the System Integration Department, I was responsible for general office administration and resolving network issues that arises. Responded to and resolved Zen desk tickets of clients via remote desktop(team viewer) and on-site support to ensure client satisfaction. I installed, configured and trained users on CCTV (Aventura) monitoring, Access Control(IDEAMA) and biometric clocking device use and arming and disarming of Texecom Control panels.

UPSA Clinic**Records Keeper (Intern)****May 2016 – August 2016**

As a member of the records department, I was responsible for recording patient's information in their folders and booking appointment with doctors. Setting up of printers and PC's and resolving all network issues. Training of users and LAN setup for connectivity.

Ghana Airports Company Limited (GACL)**Assistant Network Engineer (intern)****June 2015 – September 2015**

Assigned to and was responsible for daily checks of Flight Information Displays (FID's) for arrival and departure times. Trained and used all modules of Enterprise Resource Planning (ERP) version 12 and retrained co-worker's on the use of each departments modules and where each items appears after being processed. Installed routers and switches for network connectivity and added printers to the network.

CORE COMPETENCES AND ACHIEVEMENTS

Experienced Hardware Technician. Strong ability to diagnose, repair and replace all parts of any computerized system and to get it working in known time. Configured and installed Texecom control panels and detectors.

Proven Data Entry skills. Worked with fiverr as a data entry freelancer and had over 50 jobs done in a week. Exceptional at testing systems through data entry to find bugs in developed software's.

Client/customer orientation. Maintained positive relationship with clients by gaining trust and respect. Taken clients expectation into account in all working processes to deliver services that met client's standard.

Keen attention to details. Accurate, reliable, and diligent. Always complete projects/tasks within budgets and schedules.

Successfully installed and configured Teltonika Vehicle Tracking devices in the vehicles of NCA and NPA.

Adaptable and flexible working styles. Possessed high level of flexibility and adaptability within delegated authority to deal with dynamics in the field. Approached obstacles and challenges with problem solving attitude in a collaborative manner.

Customer Support. Supported clients both onsite and offsite via remote desktop connection. Through telephone calls, site visits and Team Viewer connections to resolve all client issues.

Website developer and digital marketer. Experienced DM and web developer. Managed social media handles and websites for clients and helped boost revenue. Examples includes spc technology, Patklodin, Emy Afrique

System utilization and technological skills. Well versed with Windows OS, MS Suite, intermediate knowledge in photo editing tools, surveillance systems, virtualization, Active directory, Server management, TAVL, Wintex.

Security and surveillance. Managed and installed CCTV and Biometric devices for clients and trained them on monitoring and basic configurations. Experienced Texecom Intruder Detective and Teltonika Vehicle Tracker device installer and configurator.

Office administration. Experienced in networking, office administration and general system management and wiring.

REFREES

Mr Aaron Fosu Frimpong Applications Ghana Airports Company Limited (GACL) gatedb@live.com +233 266086852	Mr Thomas Phillips Director Systems Integration, Persol Systems Limited Thomas.phillips@persol.net +23324317868	Mr Ferdinard Kpieleh Senior IT Advisor GIZ Ghana, Country Office kpielehferdinand@rocketmail.com +233 541088417
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