S/R

SA RB

INORMATION TECHNOLOGY PROFESSIONAL
Desktop Analyst, Operations Support / Technician, System Administrator

SKILLS

8 / 10
ICT Literate

9 / 10
Exceptional Delegator

9 / 10
Calm Temperament - Solid Under Pressure

10 / 10
Excellent Interpersonal Skills

9 / 10
Excellent Organizational Skills

EDUCATION

2010 - 2012
BSc Computer Science

1996 - 1999
Higher National Diploma (HND) in Statistics
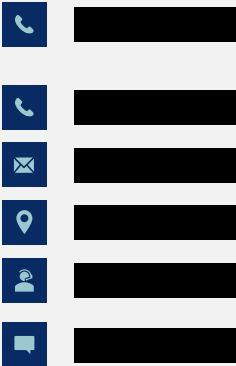
SUMMARY

Extensive experience in Information Systems and their Management Computer Networks, Server Administration and in Active Directory.

## EXPERIENCE

████ Bank ████ - 2015 to Present

IT Operations Support Officer *(role is the link between the IT and Operations departments) – August 2015 to Present*

- Provide effective IT Support by coordinating activities of multiple units within operations
- Comprehensive day-to-day IT Support, Customer Support and Administrative and Technical Support
- Give advice, promote, and facilitate technology needs within Operations

Reconciliation Officer / Card Operation Officer *- April 2015*

- Reconciliation of VISA, CUP transactions and submitting daily report on the day to day Ghana Interbank Payment and Settlement Systems (GhIPSS) transactions
- Manage and provide monthly reports on some GL

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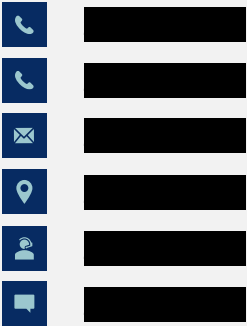
PROFESSINAL DEVELOPMENT

Microsoft 2016
Certificate of Achievement in Data101x: Data Science Orientation

Microsoft 2014
MCP Microsoft Certified Professional

████████ 2012 - 2013
MCITP – Microsoft Certified Information Technology Professional NIIT (Honours Diploma in Network Engineering -MS)

██████ 2004
Diploma in Computer Studies

████████ 2004
Ordinary Certificate in Statistics

██████ 2002
Micro Computer Technology Part 1

EXPERIENCE Continued

████████ - 2004 to Present

Desktop Specialist / Systems

- General assistance to Users for all IT systems
- Receive incoming calls from Users (User complaints)
- Analyzed complaints/ problems described by Users
- Solved Users problems
- Performed network and database tasks
- Trained both old and new employees to use Microsoft Office Applications, Custom ware Hardware related issues
- Updated the Pro-helpdesk database
- Checked backups
- Installed new computers
- Set up computers for users
- Administration, maintenance and monitoring of workstations
- Updated systems inventory