

Benjamin Yamoah

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Summary

Versatile and result-oriented IT professional with a decade of success in providing technical support. Proficient in integrating computer skills, administrative expertise, and general support to enhance organizational efficiency.

Education:

Bachelor of Science in Information Technology, Blue Crest University, 2011-2013.

Diploma in Management of Information Systems, Wang Computer Inst., 2002-2004.

Senior Secondary School, Apam Secondary School, 1996-1998.

Experience:

IT Manager, Shadeya International Investments Limited, 2024 - Present

- Supervising IT staff, assigning tasks, and setting priorities.
- Providing training and development opportunities for team members
- Making sure all computer systems, programs, and equipment work safely and well.
- Overseeing troubleshooting, system backups, archiving, and disaster recovery
- Helping teams to create and set up internal systems to make work easier in the office environment.
- Making sure IT projects finish on time and within budget.
- Setting up and keeping IT security rules.
- Assessing suppliers and making recommendations for hardware and software
- Managing the IT department budget and ensuring cost-effectiveness.

IT Manager, Bluetown Company Ltd., 2019 - Present

- Monitor and provide technical support across computer systems and networks
- Install, configure, and maintain computer hardware and software
- Procure company IT equipment and maintain a database
- Create Microsoft 365 email accounts and manage the Azure domain
- Assist staff with IT-related issues
- Test and repair equipment, ensuring minimum downtime

Key achievements:

- Improved staff productivity by 60% through the introduction of optimized tools and specifications
- Reduced network and equipment downtimes by 50% through quick problem-solving

IT Manager, BTL Marketing Solutions, 2018-2019

- Ensure data security, network access, and backup systems
- Identify issues and implement strategic solutions
- Support design and delivery of training programs
- Perform on-site and remote technical support

Key achievements:

- Set up and managed the entire IT infrastructure, reducing costs and improving efficiency
- Restructured and managed the company's website, enhancing functionality and user experience
- Introduced paperless systems, resulting in increased efficiency and reduced costs

Systems Administrator, Express Savings and Loans, 2016-2018

- Analyze system logs and identify potential issues
- Conduct routine system audits and updates
- Install and configure hardware and software
- Provide technical support to staff

Key achievements:

- Decreased downtime through effective troubleshooting and maintenance measures
- Provided excellent customer service and resolved IT-related problems promptly
- Implemented paperless systems, streamlining processes and reducing waste

Production Manager, Zepto Company Limited, 2010-2016

- Oversee production operations and staff management
- Assemble products and configure network systems
- Manage Microsoft accounts and assist in web development
- Improve production efficiency and meet customer demands

Key achievements:

- Motivated staff to increase production and customer satisfaction
- Trained over 100 technicians on computer repairs and maintenance
- Introduced inventory and workflow systems for improved tracking and efficiency

IT Manager, Check Point PC Repairs & High-Speed Internet Services, 2006-2010

- Ensure data security and perform installations and repairs
- Upgrade hardware and software
- Maintain inventory and provide staff support

Key achievements:

- Increased website views and managed IT costs effectively
- Provided prompt and reliable technical support to internal and external users

Technician/Graphic Designer, J.O.A. Packaging Co. Ltd., 2005-2006

- Create designs for labels, posters, and brochures
- Maintain computer systems and provide technical support

Key achievements:

- Completed high-value client projects and gained recognition for innovative design ideas

Skills

- Technical support and troubleshooting
- Network administration.
- Security (CCTV and Time attendance Installation/management).
- Hardware and software installation
- Project management
- Customer service
- Training and team leadership

Hobbies

Playing Tennis, basketball, Reading, and internet surfing for troubleshooting methods and new technologies.

References:

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