

Augustine Amankwaah Agyekum

| 0552303719/0202374652 | augustineagyekum09@gmail.com

PROFILE SUMMARY

Productive employee with proven track record of successful project management and producing quality outcomes through leadership and team motivation. Works with clients to determine requirements and provide excellent service.

WORK EXPERIENCE

IT Coordinator

September 2021 till date

Odomaseman Senior High School - Sunyani, Ghana

- Provide technical support to staff and students by troubleshooting hardware, software, and network issues.
- Manage daily operations of IT infrastructure such as servers, desktops, laptops, printers, scanners, routers and switches.
- Monitor system performance, identify potential problems and implement corrective measures.
- Install and configure computer hardware operating systems and applications.
- Perform regular maintenance tasks such as virus scans and security checks.
- Train other personnel on the use of office productivity suites.

MIS CLERK- Casual Staff

August 2018 – August 2021

Northern Electricity Distribution Company, Sunyani

- Compiled customer information into organized databases for easy access.
- Performed data entry tasks to update customer accounts records.
- Verified accuracy of all paperwork prior to submission for processing.
- Assisted customers with inquiries and complaints in a professional manner
- Performed data entry and recordkeeping tasks to track company correspondence and updates.
- Troubleshoot office equipment, computer hardware and software issues.

IT Support Officer - (National Service Person)

September 2017 – August 2018

Northern Electricity Distribution Company, Sunyani

- Supported new infrastructure planning and deployment to meet organizational expectations - Customer Billing and Management System (CBMS)
- Diagnosed system malfunctions and provided troubleshooting assistance.
- Trained new employees on the use of computer systems and programs.
- Performed regular maintenance checks on computer hardware components.
- Assisted colleagues with complex IT problems or inquiries.
- Maintained an inventory of all IT equipment in the organization.

Royal Television, Kumasi

- Website administrator.
- Monitored and rectified network security issues on the network systems.
- Oversaw the daily performance of computer systems and answered user inquiries regarding computer software or hardware operations to resolve problems.
- Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software.
- Installed and performed minor repairs to hardware, software, or peripheral equipment, following design or installation specifications.
- Drafted reports.

IT Support Staff**June 2014 -August 2014****National Health Insurance Scheme**

- Maintained daily backups of critical IT systems and data.
- Assisted in the development and testing of new software applications.
- Created documentation for IT processes and procedures.
- Updated antivirus protection on all systems regularly.
- Installed operating systems on workstations and laptops.

ICGC The Harvest Temple, Sunyani

- Social media manager (ICGC The Harvest Temple- Facebook & icgc_theharvesttemple – Instagram)
- Church data management.
- Audiovisual team member.

Projects Undertaken

- Was part of a team that conducted an online voting for Odomaseman Senior High School.
- Assisted in the implementation of a Customer Billing Management System for NEDCo.
- Took part in the development of an online examination system for UENR.

EDUCATION**MSc. Computer Science**

University of Energy and Natural Resources, Sunyani

December 2022

BSc. Computer Science

University of Energy and Natural Resources, Sunyani

May 2017

West Africa Senior Secondary Certificate Examination

Adisadel College

May 2013

CERTIFICATE

Critical Thinking For Self-Development (Online)

2021

Metropolitan School Of Business And Management, UK

TECHNICAL SKILLS

Operating Systems: Windows, Android, iOS

Applications: Microsoft Office, Excel, PowerPoint, Microsoft Access, Database Adobe Dreamweaver and most of business-related applications, Web-based software and Smartphones Expert (Android and iOS).

Hardware: Installation and configuration of peripherals and Storage devices, Troubleshooting hardware.

STRENGTHS

- A fast learner, takes initiatives and able to put theory into practice.
- Good communication and interpersonal skills.
- Ability to influence others.
- Good analytical skills and creative.
- Problem solving skills
- Good team player and work under pressure.

REFERENCES

Mr. Noble Awude	Communication/Network Security Officer, NEDCo	0247611835
Mr. Benjamin Kyeremeh	HoD, ICT Department	0503048141
Ps. Ato Ghansah	Head Pastor, ICGC-THT	0207113249



UNIVERSITY OF ENERGY AND NATURAL RESOURCES

This is to certify that

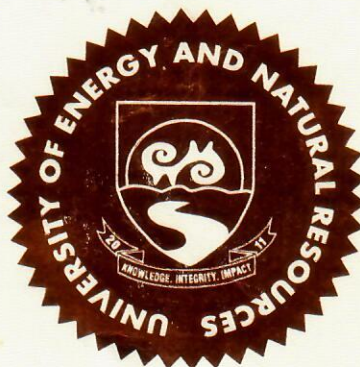
AGYEKUM AUGUSTINE AMANKWAAH
born on May 17, 1994

Having completed the prescribed programme of study and satisfied
the requirements this 12th August, 2017 has accordingly been
awarded by the University, the Degree of

Bachelor of Science
COMPUTER SCIENCE
Third Class Honours

Given under our Authority

VICE-CHANCELLOR



REGISTRAR



STUDENT'S ID No.: UE20046113
Code: UE20046113AG2016/2017
Visit www.uivs.uenr.edu.gh for verification of this certificate.
UIVS code is provided at the bottom left corner of the certificate.

00000658



UNIVERSITY OF ENERGY AND NATURAL RESOURCES

This is to certify that

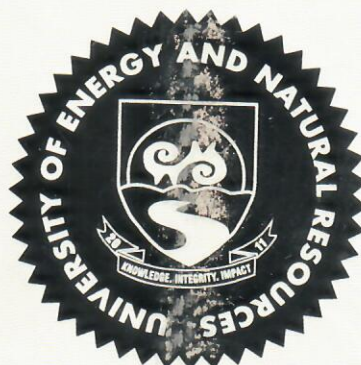
AGYEKUM AUGUSTINE AMANKWAAH

Having completed the prescribed programme of study and satisfied the requirements this 20th December, 2022
has accordingly been awarded by the University, the Degree of

Master of Science
COMPUTER SCIENCE

Given under our Authority

VICE-CHANCELLOR



REGISTRAR

