

# Gabriel Owusu

IT Personnel/ Network Administrator



Greater Accra, Osu, 2332



<https://www.facebook.com>



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Enthusiastic Computer IT personnel eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Clear understanding of the policies and work tradition and training in hardware and networks. Motivated to learn, grow and excel in the Information Technology Field.

IT official with over two years of successful experience in managing computer systems and networks and providing solutions where a problem appear. Recognized consistently for performance excellence and contributions to success in workplaces. Strengths in problem solving and quick learning backed by training in training in computer networking and computer science.



## Skills

- Service desk team management
- Hardware and software monitoring
- Teamwork and flexibility
- Onsite and remote services
- Digital banking products and services
- Service monitoring and evaluation
- Vulnerability and risk assessment
- Facility and equipment maintenance
- It Support
- Software Installation
- Repair
- System Configuration
- Server Management
- Troubleshooting Technical Issues
- Service Level Agreements
- Technical Writing



## Work History

2020-02 - Current

### Mid Level | IT Hardware and Service Desk Team Mem.

o ACCESSBANK PLC, Osu Accra, Greater Accra

responsible for the basic preparation of a new computer, domain authorization, installation of the banks customized enterprise operating system. server management, remote staff support and hardware maintenance.

2019-10 - 2019-12

### Marketing and Relations Officer

British-Africa Education Group, Labone, Greater Accra

I was a contract staff for three months with British-Africa Education Group. i served as one of their marketing and relations officer. my main duties were to reach out to new clients and sell tickets for educational seminars. maintain good customer relations, manage payments, issue receipts and also present tickets.

2018-09 - 2019-08

### IT Support(National Service Personnel)

National Health Insurance Scheme, Nkawkaw, Eastern Region

As part of my national obligations as being a student, I served for a one-year period for national service. Working there, i assisted with Hardware issues concerned with computers, repairs and fix. I also did a scheduled maintenance for systems to ensure their effective work.

2014-08 - 2015-09

### Teacher and School Typist

Boyd Academy School., Kpone-Tema, Greater Accra

I was responsible for the keeping of school data, i typed the schools exams exams by myself, i print and distribute. I handled the entry of terminal reports and Mid term exams. I taught ICT for basic 4, 5 and 6 and JHS 1, 2 and 3.

- Supported student teachers by mentoring on classroom management, lesson planning and activity organization.
- Evaluated and revised lesson plans and course content to facilitate and moderate classroom discussions and student centered learning.
- Implemented and encouraged debate-style classroom environment to increase student engagement and promote critical thinking.

2014-04 - 2014-09

### Graduate Trainee | Assistant Graphics Designer

Doba Media Channel, Kpone- Tema, Greater Accra

First Job worked with printing press shop, assisted in typing client works, editing, preparing of booklets for clients and also assisted job.

- Maintained excellent attendance record, consistently arriving to work on time.
- Worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.
- Prepare large amounts of works overnight to build trust and dependability.

2015-09 - 2018-07

2020-09 - 2020-11



## Education

### H N D: Computer Network Management

Koforidua Technical University - Koforidua Eastern Region

### Bachelor of Science: Computer Science

VALLEY VIEW UNIVERSITY - Oyibi Accra