

# KWAME ADOBAW JUNIOR

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Address: 76 Lame Dwaah St, Adenta, Ghana.

**Professional summary:** IT Manager, Web Designer and Graphic Designer with a bachelor's degree in Information Technology and over 3 years of experience in system administration and web development. Proficient in installing, configuring, and troubleshooting operating systems and hardware, managing social media and websites, and virtualization technologies. Skilled in implementing security measures and conducting system audits.

## **Summary of Qualifications:**

- Bachelor's degree in Information Technology, with a strong understanding of computer systems.
- 3+ years of relevant technical experience, including proven expertise as a help desk technician.
- Technology-savvy with proficiency in office automation products, databases, etc.
- Ability to diagnose and resolve basic and complex technical issues efficiently.
- Excellent communication skills and a customer-oriented approach.
- Detail-oriented with a strong focus on providing high-quality support.

## **Technical Skills:**

- Experience with computer systems, hardware, software, and networking.
- Proficiency in programming languages and database management systems, particularly SQL.
- Strong analytical skills, problem-solving abilities, and critical thinking skills.
- Project management experience, if applicable.
- Familiarity with security systems and best practices.
- Database design and management expertise.

## **Soft Skills:**

- Self-motivated and able to work independently.
- Detail-oriented, ensuring precision in your work.
- Effective team player and communicator.
- Good interpersonal skills for helping users and providing training.
- Keeping up to date with advancements in computing technology to stay relevant.

**Work Experience:**

IT Support/IT Helpdesk Technician, Fiverr (Freelancer), July 2023 – Date

**Responsibilities:**

- Deliver comprehensive technical support to end-users, addressing hardware and software issues promptly and effectively to minimize downtime.
- Identify areas of improvement in systems and processes, driving integrations, automations, and configuration fine-tuning initiatives to enhance operational efficiency.
- Provide user training and documentation to enhance end-user self-sufficiency, resulting in a reduction in recurring issues and support requests.

Technical Support and Digital Marketing Specialist, LABUSA, Houston, Texas (Remote)

December 2022 – May 2023

**Responsibilities:**

- Performed updates and maintenance on company websites.
- Created content for the company's Opigno-powered Learning Management Platform.
- Created flyers and video content for marketing of Travel services provided by the company.
- Providing training to employees on using computer systems and software effectively.
- Managed and created content for social media on various platforms (Facebook, LinkedIn, Twitter, YouTube, etc).
- Provided technical support to end-users, including hardware/software troubleshooting, procurement, and onboarding processes, ensuring a seamless and efficient user experience
- Developed email marketing templates and executed various email marketing activities.
- Identified and proposed improvements to systems and procedures.
- Assisted in troubleshooting and providing working solutions to issues.

System Administrator and Communications Officer, Village of Hope, Ghana,

August 2019 – November 2022

**Responsibilities:**

- Assisting users with computer-related problems and providing software/hardware advice.
- Testing and evaluating new hardware and software for suitability.
- Offered support for multimedia-related matters, encompassing video creation, newsletter production, yearbook design, brochure development.
- Built a website for Hope College (a subsidiary of Village of Hope) ([www.hopecollege.edu.gh](http://www.hopecollege.edu.gh)).

- Installed, configured, and maintained operating systems, servers, and software applications.
- Developed and implemented short and long-term communications strategies.
- Managed network and system performance, conducting troubleshooting, security patching and maintenance.
- Conducted system backups and developed disaster recovery plans to ensure data integrity and business continuity.
- Guided organizational technology strategy and roadmaps.
- Identified computer hardware and network system issues, performing troubleshooting techniques for remediation.

#### **Education:**

- Bachelor's Degree in Information Technology, Ghana Technology University College, Accra, Ghana, September 2015 – August 2019

#### **Certificates:**

- Precision Quality, October 2022
- Global Offshore and Outsource Professional (GOOPro) Training, December 2022
- AWS Academy Machine Learning Foundations, October 2023
- ALX Software Engineering – Frontend, August 2024
- ALX AI Career Essentials, November, 2024

#### **References:**

Available upon request.