

REX OHENE AMPOFO

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-----SUMMARY-----

Organized and focused Network Analyst seeks employment as part of a dynamic IT team. Well-versed in cutting-edge technologies, as well as intrusion detection monitoring.

Versatile Network Analyst focused on process orientation and the IT design and delivery life cycle.

-----EDUCATION-----

BACHELOR OF SCIENCE: Information Technology

Ghana Technology University College, Accra

**PROFESSIONAL CERTIFICATIONS: HARDWARE & NETWORKING ENGINEERING
01/2008**

IPMC, Accra, Ghana

Professional diploma in hardware and Networking Engineering, Networking (N+), Computer Hardware (A+).

External Professional Certifications (Prometric)

Microsoft Certified Systems Engineer (MCSE), Microsoft Certified Professional (MCP), Microsoft Certified Systems Administrator (MCSA), Microsoft Certified Technology Specialist (MCTS), Internet Security Acceleration (ISA).

SSSCE: ACADEMICS

06/2004

Aggrey Memorial Senior High School, Cape Coast, Ghana

Good senior high academic background in English, Maths, Physics, Geography

PERSONAL RESEARCH AND ACHIEVEMENTS

- Skilled in all OS platforms for mobile phones and other communication devices.
- Android app developer
 - Online projects
 - 1. SkyMarket-
(<https://play.google.com/store/apps/details?id=com.skypiramids.easybuz>)
 - 2. Paradigm voting-
(<https://play.google.com/store/apps/details?id=com.skypiramids.paradigmvoting&hl=en>)
 - 3. ECG Tariff Converter-
(<https://play.google.com/store/apps/details?id=com.skypiramids.ecgtariffcalculator&hl=en>)
- Interviews on national TV stations on innovation
<https://www.youtube.com/watch?v=8sAP53BW8bs>
- Writer with yet to publish fictions (<http://rexoj.over-blog.com/>).

-----ACCOMPLISHMENT-----

Served as a Network Administrator for departments of LAN consisting of approximately 57 workstations 5 servers.

Set up a firewall, which decreased the incidence of spam by 96% for users.

Managed and maintained a Large LAN running on 3 switches.

Supported Staff in 4 regional offices (Ouagadougou, Abidjan, Dakar and Ghana)

-----HIGHLIGHTS-----

- Office365 Support Engineer
- Exceptional troubleshooter
- Desktop and laptop expert
- Systems design
- Exchange management
- Network configuration and Support.
- Active Directory
- VoIP knowledge
- IT security policies
- Data connectivity

-----EXPERIENCE-----

SKY PYRAMIDS

IT Consultant

1/2018 to Date

- Office 365 cloud support
- Configured and installed routers, switches and wireless controllers.
- Managed all switches, routers, firewalls and other communication equipment.

- Maintained company servers, computers, printers, cables and other equipment.
- Acted as primary contact for computer hardware and software problems, as well as network emergencies.
- Identified, reported and resolved network security violations.
- Analyzed complex computer systems to assess vulnerability and risk.
- Responded to all client requests for technical support by phone, email and the inter-office chat service.
- Managed application patches, data backup, security changes and network configuration.
- Diagnosed network problems involving a combination of hardware, software, power and communications issues.

USAID/ABT ASSOCIATES (WEST AFRICA TRADE HUB)

IT Manager

5/2014 to 1/2018

- Analyzed software, hardware and network systems for various transmission systems.
- Remotely support staff in Ouagadougou and Dakar offices.
- Configured and installed routers, switches and wireless controllers.
- Managed all switches, routers, firewalls and other communication equipment.
- Maintained company servers, computers, printers, cables and other equipment.
- Acted as primary contact for computer hardware and software problems, as well as network emergencies.
- Identified, reported and resolved network security violations.
- Analyzed complex computer systems to assess vulnerability and risk.
- Worked with outside vendors and teams to develop voice and data wiring infrastructure.
- Responded to all client requests for technical support by phone, email and the inter-office chat service.

- Managed application patches, data backup, security changes and network configuration.
- Diagnosed network problems involving a combination of hardware, software, power and communications issues.

* 2 times Spot Recognition Award Certificate for accomplishment above and beyond expected duties.

USAID/FAMILY HEALTH INTERNATIONAL (FHI360)

Accra

Associate IT Officer

09/2012 to 12/2013

- Analyzed software, hardware and network systems for various transmission systems.
- Configured and installed routers, switches and wireless controllers.
- Managed all switches, routers, firewalls and other communication equipment.
- Maintained company servers, computers, printers, cables and other equipment.
- Acted as primary contact for computer hardware and software problems, as well as network emergencies.
- Identified, reported and resolved network security violations.
- Analyzed complex computer systems to assess vulnerability and risk.
- Worked with outside vendors and teams to develop voice and data wiring infrastructure.
- Responded to all client requests for technical support by phone, email and the inter-office chat service.
- Managed application patches, data backup, security changes and network configuration.
- Diagnosed network problems involving a combination of hardware, software, power and communications issues.

DIGITAL LIFE MULTIMEDIA

Accra

Help Desk Support

01/2010 to 5/2012

- Acted as primary contact for computer hardware and software problems, as well as network emergencies.
- Identified, reported and resolved network security violations.
- Analyzed complex computer systems to assess vulnerability and risk.
- Worked with outside vendors and teams to develop voice and data wiring infrastructure.

GRAPHIC ART CONSULT

Accra

Help Desk Support

01/2006 to 02/2010

- Support users in resolving IT problems (Both hardware and Software).
- Manage and maintain Network infrastructure.

OTHER EXTERNAL SUPPORTS AND CONSULTANCIES

An outsourced IT consultant for over 25 minor or small scale firms like Micro finance , Rural Banks , Manufacturing firms ,Basic School and multimedia companies across the length and breadth of the country.

REFEREES

Carol Adoum

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