

## AREAS OF EXPERTISE

*Diagnostics*  
*System Backup*  
*End User Support*  
*New Installations and Support*  
*Firewalls / Security*  
*Hardware Exposure*  
*Maintenance*  
*System Administration*  
*Server Configuration*  
*Technical support*  
*Network Services Support and Management*  
*VMWare Technologies*  
*Virtualization*  
*Security products*  
*Windows Active Directory*  
*Desktop Support*  
*Office 365*

PERSONAL SKILLS

*Organize*  
*Problem solving*  
*Technically Minded*  
*Pro-Active*  
*Time Management*  
*Helpful Attitude*

## PERSONAL DETAILS

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## PERSONAL SUMMARY

A bright, talented and ambitious IT Support Technician with a strong technical background who possesses self-discipline and the ability to work with the minimum of supervision. Having exposure to a wide range of technologies & able to play a key role in diagnosing hardware and software problems and to ensure that quality solutions meet business objectives. Possessing a good team spirit, deadline orientated and having the ability to organize and present complex solutions clearly and accurately. Looking for a suitable IT support technician position with a successful and dynamic company that offers room for progression.

## WORK EXPERIENCE

### **METROPOLITAN LIFE INSURANCE**

IT Solutions Officer

January 2014 – June 2019

### **COMMTECH SOLUTIONS LTD**

IT Support (After Sales)

October 2012 - January 2014

Field Technician

June 2011 – October 2012

## KEY DUTIES:

- Diagnosis of desktop, application, networking and infrastructure issues.
- Experience of supporting a wide and varied client base.
- Troubleshooting PC's, laptops and mobile devices.
- Administering the IT department's policies and procedures.
- Maintaining a log of all problems detected and system backups.
- Responsible for maintaining backups and for project work such as new builds. Working closely with software suppliers to resolve operational issues. Responsible for supporting: *Windows 7, 8 & 10. Office 2007, 2010, 2013 & 2016 Windows Server 2008R2, 2012R2 & 2016R2, Small Business Server 2008, 2012, 2016. Active Directory management. Exchange 2007, 2010 & 2013. Windows Mobile, Backup products, Anti-Virus products, DNS/DHCP, TCP/IP, Ethernet, wireless router and Firewall Configurations.*
- Operating Within the ITIL Framework
- Supporting users over the telephone and by email
- Travelling to client sites to help with installations, deployment, and troubleshooting
- Monitoring the progress of third-party maintenance contract suppliers.
- Ensuring that support calls are logged and handled effectively and efficiently
- Providing advice on selection and purchase of IT equipment.
- Maintaining maximum availability of supported services for users.
- Updating and monitoring IT user accounts.
- Maintenance & management of the Critical Windows based Server Environment.

## KEY SKILLS AND COMPETENCIES

- Excellent customer facing, communication and rapport building skills.
- Highly organized and disciplined with a passion for Information Technology
- Thorough understanding of computer and networking concepts.
- Physically fit, able to work in confined spaces, crawl and lift heavy objects.
- Able to prioritize in a complex, fast-paced environment.
- Willing to work flexible schedules / shifts.
- Ability to work well in a team environment
- Customer focused and keen on exceeding expectations

## ACADEMIC QUALIFICATIONS

- Rhythex Consulting Limited - **Government of Enterprise IT** Certificate for Participation
- IPMC (System Engineering) **On-going**
- Neovita Computer School (Hardware, Monrovia) Diploma (A+)
- Neovita Computer School (Software, Monrovia) Diploma (Grade A+)
- Inter-Digital Computer School (Computer Engineering) HND
- Saint Peters SHS (Monrovia) SHS Certificate
- Akuse Presbyterian JHS (WAEC) JHS Certificate