PRINCE SAM

PERSONAL PROFILE

I am an experienced professional seeking an opportunity to use my background in IT Support Engineer, Tech Sales and market trend research. I am a dedicated and detail-oriented in my multi skills set looking for an opportunity to expand my professional skill set and help Company grow.

WORK EXPERIENCE

Ghasst Solution Ltd
Helpdesk support| Feb 2018 - Dec-2018|Ghasst.com

- Respond to requests for technical assistance in person, via phone, chat or email
- Diagnose and resolve technical hardware and software issues
- Advise user on appropriate action
- Responding to client support queries.
- Providing support in person, over the phone, or via remote access.
- Diagnosing issues with computer software, peripherals, and hardware.
- Running software diagnostic tools and physically inspecting hardware systems.
- Talking to clients through basic problem-solving processes.
- Providing basic computer training.
- Installing and upgrading hardware and software systems.

Ghasst Solution Ltd
Tech Sale & Marketing

- Demonstrate technical experience in development and evolution of products and/or solution through gathering and refinement of client requirements, internal product evolution ideas, consensus building on roadmap execution across pre-sale.
- Brainstorm and develop ideas for creative marketing campaigns
- Assist in outbound or inbound marketing activities by demonstrating expertise in various areas (content development and optimization, advertising etc.)
- Collaborate with marketing and other professionals to coordinate brand awareness and marketing efforts
- Plan and execute initiatives to reach the target audience through appropriate channels (social media, e-mail etc.)
- Assist in analyzing marketing data (campaign results, conversion rates, traffic etc.) to help shape future marketing strategies
- Undertake individual tasks of a marketing plan as assigned
- Ability to maintain product and marketing knowledge.
- Actively research and leads in the assigned market for the targeted product to sell (B2B)

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OTHERS

- ●●●● Nationality Ghanaian
- ●●●● Relationship Status-Single
- ●●●● Current Country- Dubai
- ●●●● DoB: 25/12/1995

PROJECTS AWARDED

- West Africa gold fields (wi-fi distribution & internet management)
- Ghana Land surveillance authority (LSAG)
- Royal Elmont Hotel (full lan cabling, CCTV, Telephone, IP-tv, Internet supply)
- Westgate Ghana (Lan cabling, wi-fi distribution and internet)
- Genser Energy (Internet Survey, wi-fi distribution & public IP Management)

- Akroma Plaza Hotel (Internet wi-fi distribution and landing page management)

- Eagle Nest international Hotel (Internet wi-fi distribution & Landing page management)

- Royal Elmont (wi-fi distribution & cctv, Voip Phones, access control Management)

- St Peter's Seminary school (wi-fi distribution & Management)

SKILLS SUMMARY

- Project Management
- Network Troubleshooting
- Help Desk Support
- Router, Switches, Access Point Configuration
- Tech Sales and Marketing
- Staff and User Training
- HMS & CRM Software

PERSONAL TRAITS

- Technologically competent
- Diligent and organized
- Problem solver
- Punctual
- Creative
- Ethical and loyal
- Accountable
- Honest
- Team player
- Flexible

GhasstSolution Ltd
Lead IT Network Support Engineer Jan-2019 - Aug-2021

- Conduct day-to-day project coordination, planning, and implementation across multiple teams
- Create functional and technical application documents
- Collaborating with the IT department on the deployment and maintenance of network technologies.
- Enhancing intranet performance and creating internet domains.
- Testing the exchange of data between computers, servers, modems, and routers.
- Installing, configuring, and updating network software, as well as maintaining hardware and network devices.
- Performing diagnostic tests and repairs, as well as developing data archiving, backup, and retrieval procedures.
- Optimizing server capacity to keep up with demand in online traffic.
- Strong TCP/IP, ISP Network Design, and Routing and switching
- Installs software and necessary applications for workflow.
- Maintains system capability by testing computer components.
- Carries out software, network, and database performance tuning.
- Documents hardware and software updates.
- Setting up user accounts, permissions and passwords
- Overseeing security of all systems, especially the internet

Ghana Statistical Service Company (Ghasstsolution-Engineer)
IT Support Engineer Freelance | Feb-2021 - July-2021

- Providing primary backup for networks should they fail
- Ensuring the effective administration of a new business network
- Performing troubleshooting on all programs when required
- Preparing post-mortem reports and performing trend analysis when there are system failures
- Developing proposals and helping to finalize opportunities that reduce expenses
- Developing and maintaining all of the comprehensive paperwork associated with the implemented network
- Managing all of the technical network resources for both projects and the business as a whole
- Supervising and ensuring there is an optimal level of technical backup at all times
- Administering and ensuring project completion
- Documenting network processes and layouts, as well as enhancing network security.
- Keeping abreast of developments in network infrastructure and technologies.
- Evaluates vendor-supplied software by studying user objectives and testing software compatibility with existing hardware and programs.

DP-World Ltd
Customer Service Support @ Expo 2020 | Aug 2021-May-2022

- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process.
- Managing a team of junior customer service representatives.
- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Access control to the premises when all required documents like accreditation card passes are in place
- Provide regular report and updates on daily activities and incidents that may have Occurred on the site.
- Patrolling and monitoring activities on site regularly to ensure the premise is safe and secure.

EDUCATIONAL HISTORY

Senior High School-Mansec-Ghana
General Art | JUNE 2013 - MAY 2016

- Studied Languages, Literature, and ethics etc.

MIT-College/ALISON-Ireland(EU)
HND Diploma-Information Technology | Sept 2016 -Oct 2019

UNIVERSITY OF ALL PEOPLE-US
Bachelor Degree- Computer Science-Pending

SPECIALIZE PROFESSINAL COURSES WITH EXPEREINCE

1. Computer networking- wired and wireless networks
2. CCNA-Cisco & Computer Network Security
3. IT Network Information Specialist
4. CompTIA A+ & Network +
5. Sira License certificate-Dubai
6. Wired and area Networks and Security
7. Server Administration
8. Computer Networking-Digital Security
9. Troubleshooting
10. Computing fundamentals-(IC3)
11. Microsoft Technical Associate (MTA)
12. Network engineer path
13. Network server security & protecting the server
14. ISO/IEC 27001 Dynamics (ISMS)
15. Office 365 Administrator
16. IT Management-Software and Database
17. Certify Information System Security (CISSP)-In Progress

TECHNICAL SKILLS

- Telecom Support(Wireless configuration, CPEs setup etc)
- Routing and Switching (Dynamic routing, OSPF, RIP, EIGRP,etc)
- Excellent design, management, support, troubleshoot and implementation of Wi-fi/WAN, VLAN, APs, QOS, IPSEC,P2P,Bridgeing,NAT
- line support for core server systems AD, Exchange, VMWare, RemoteApp. Windows services
- Strong TCP/IP, ISP Network Design, and implementation
- Datacenter Networking Support & Network Analysis
- LAN and Wireless Bridging Protocol management (Wired and WLAN)
- Proper Network diagramming and Documentation
- Design and install well-functioning computer networks, connections and cabling
- Perform troubleshooting to system failures and identify bottlenecks to ensure long term efficiency of network
- Experience with Microsoft 365 suite and Active Directory
- install and configure computer hardware operating systems and applications
- Install and manage CCTV-VMS/NVR/DVR, Access control system, PBX phones etc.
- Remote Assistant Support and Helpdesk assistant
- Troubleshoot system and network problems, diagnosing and solving hardware or software faults
- Provide support, including procedural documentation and relevant reports
- Support the roll-out of new applications
- Virtualization, Software and Docking station support
- Configure and Manage Wireless security protocols
- User Account Management (UAM) and documentation
- Database Management(HMS,CRM,ERP, Odoo, Jira etc)
- Software and Hardware troubleshooting
- Network Analysis and Security Control Management
- PC support Associate/Technical support engineer/IT Support analysis/Help desk Technician