



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

IT Support Technician | 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
- Follow standard help desk procedures
- Log all help desk interactions
- Follow up with customers and users to ensure complete resolution of issues
- Identify and escalate situations requiring urgent attention
- Resolve technical problems with Local Area Networks and Wide Area networks
- Stay current with system information, changes and updates
- Train computer users as necessary
- 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.

Ghasst Solution Ltd

Marketing Lead & Technical Sale (Supporting Team)

- 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.)
- Liaise with external vendors to execute promotional events and campaigns
- 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)

CONTACT ME AT

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OTHERS

•••• Nationality Ghanaian


•••• Relationship Status-Single


•••• Current Country- Dubai

•••• Age; 27


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 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 background in IP-Networking & Software deployment
- WAN Routing and Switching (Dynamic routing, OSPF, RIP, EIGRP, VLAN)
- Excellent design, management, support, troubleshoot and implementation of Wi-fi/WAN, VLAN
- Strong TCP/IP, ISP Network Design, and Routing and switching
- Datacenter Networking Support

Ghana Statistical Service Company (Ghasstsolution-Engineer)

IT Support Engineer Freelance | Feb-2021 - July-2021

- Managed complex projects from start to finish
- Collaborate with other Team workers
- Maintaining stable connectivity for day to day activities
- Testing network protocols and ensuring stable and secure server connectivity.
- Training junior IT personnel, providing onsite or remote or technical support, and preparing user manuals.
- 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.
- 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.
- WAN Routing and Switching (Dynamic routing, OSPF, RIP, EIGRP, VLAN)

REFERENCE

1. Mr Alfred Wiredu Eshun
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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.
- Ensure customer satisfaction and provide professional customer support.
- 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.

UNIVERSITY OF ALL PEOPLE-US MIT-College/ALISON-Ireland(EU)

HND Diploma-Information Technology | Sept 2016 -Oct 2019

Bachelor Degree- Computer Science-Pending

SPECIALIZE PROFESSINAL COURSES WITH EXPEREINCE

- Computer networking- wired and wireless networks
- CCNA-Cisco
- IT Network Information Specialist
- CompTIA A+ & Network +
- Sira License certificate-Dubai
- Wired and area Networks and Security
- Server Administration
- Computer Networking-Digital Security
- Troubleshooting
- Computing fundamentals-(IC3)
- Microsoft Technical Associate (MTA)
- Network engineer path
- Network server security & protecting the server
- ISO 20000 -Principles of (ITSM)
- Office 365 Administrator
- IT Management-Software and Database
- Certify Information System Security (CISSP)-In Progress

TECHNICAL SKILLS

- WAN Routing and Switching (Dynamic routing, OSPF, RIP, EIGRP, VLAN)
- Excellent design, management, support, troubleshoot and implementation of Wi-fi/WAN, VLAN
- Strong TCP/IP, ISP Network Design, and Routing and switching
- Datacenter Networking Support
- LAN and Wireless Bridging Protocol management (Wired and WLAN)
- Network Performance Management
- 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
- Microsoft 365 and Active Directory
- install and configure computer hardware operating systems and applications
- Installation and ,management of CCTV-VMS/NVR/DVR, Access control system, PBX phones etc.
- Remote Assistant Support and Helpdesk support
- 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 etc)
- Software and Hardware troubleshooting
- Network Analysis and Security Control Management