

EbenezerKwakye

IT & DATA SPECIALIST

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SUMMARY

A Detail-oriented and motivated IT professional with a strong background in IT infrastructure, systems administration, and network management. Adept at troubleshooting, system optimization, and business process automation to enhance efficiency. Seeking to leverage acquired data skills in a Data Specialist role, to learn and grow in a data-driven environment.

SKILLS

Data Skills: Collection & Storage, Analysis & Interpretation, Visualization & Reporting, Data Quality & Integrity, Technical Training, Data Protection

Programming: Python, R, Java, C++, SQL, AWS, HTML5, CSS3

Systems Engineering: Hardware, Networking, Software Troubleshooting, Systems Analysis, Documentation, Server Administration, Cloud Computing

Office Administration: Ms. Office Suite (Word, Excel, PowerPoint, Access, Teams), Google Workspace (Drive, Calendar, Mail, Meet,...), Automation.

Tools & Methods: Googling, Data Filing, Zoom, Photoshop, Canva, AWS, GitHub, Visual Studio, Tableau, ERP Systems, Figma.

Professional: Time Management, Project Planning & Coordination, Collaborative Problem Solving, Cross-functional Team Leadership

EXPERIENCE

J.A PLANT POOL COMPANY LTD.

On-site

IT Technical Support (Intern)

July 2024 – October 2024

- I performed hardware repairs, software troubleshooting, and systems maintenance to ensure smooth operational workflows.
- I oversaw network performance, system updates, and server administration to maintain optimal connectivity and reliability.
- I managed IT projects, created detailed IT documentation, and maintained database integrity for secure, organized data handling.
- Implemented data backup policies and ensured compliance with security standards.
- I led IT training for staff to improve team efficiency with company systems reducing system-related issues by 20%.
- I actively contributed to ideating the introduction of Starlink and implementing it for better connectivity and reducing internet costs by 30%

P.C.G. MT. OLIVET

On-site

General Administrator (Full-time)

November 2020 – October 2023

- I designed a comprehensive Excel workbook to manage and analyse accurate weekly, monthly, and yearly financial records.
- Handled IT Support initiatives, troubleshooting and system upgrades.
- I documented insightful quarterly and yearly reports and ensured timely submissions to higher courts.
- I organised and led engaging leadership workshops online and in person to foster team productivity and skill development.
- Planned and coordinated all yearly projects and activities enhancing organizational efficiency.
- Maintained an up-to-date ERP-based member database, ensuring data integrity and accessibility.
- Managed comprehensive mail operations, handling both incoming and outgoing correspondence efficiently.

MAXSPEED MICRO-CREDIT

On-site

Loan Servicing Officer (Part-time)

April 2022– May 2023

- I constructed and managed a dynamic Excel workbook, overseeing customer databases, and improving data tracking and reporting.
- Implementing creative marketing strategies, and attracting new customers.
- Collaborating with a cross-functional team, I consistently delivered on multiple milestones, showcasing effective leadership.
- Trained and supervised new employees enhancing team performance and cohesion.
- Handling bookkeeping, financial reporting, and budgeting were integral aspects of my contribution.

KIDZ 'R' US

On-site

Sales Attendant (Full-Time)

August 2018 – September 2020

- Responded to customer queries promptly and professionally through Mail, WhatsApp, Instagram chat, Messenger and phone calls.
- With an eye for visual merchandising, I contributed to creating an appealing online and in-store environment.
- Building strong customer relationships through exceptional service and rapport was a daily focus.
- My role extended to effective and efficient sales and cash management.

APLAKU DISTRICT Y.P.G.

Hybrid

Treasurer (Volunteer)

June 2022 – September 2023

- I diligently handled bookkeeping tasks, ensuring accurate financial records.
- Preparing comprehensive financial statements was a responsibility that I executed with precision.
- I took an active role in training and educating subordinates on essential banking and financial practices.

P.C.G MT. OLIVET

On-site

Clerk (Volunteer)

January 2021 – September 2023

- I contributed by taking accurate minutes during meetings and crafted detailed quarterly and annual secretariate reports.
- I ensured efficient dissemination of information across the organizational structure.

EDUCATION

WISCONSIN INTERNATIONAL UNIVERSITY COLLEGE, GHANA

January 2023 – December 2026

B.Sc. Computing With Actuarial Science

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|----------------------------|------------------------------------|----------------------|
| • Statistics & Probability | • Software Engineering | • Actuarial Analysis |
| • Advanced Mathematics | • Cloud Computing | • Risk Management |
| • Finance | • Info. Security & I.T. Governance | • Project Management |
| • Economics | • Business Administration | • Entrepreneurship |

IPMC COLLEGE OF TECHNOLOGY

March 2021 - May 2022

Professional Diploma - Systems Engineering

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| • Computer Hardware | • O/S Administration (Windows / Linux) |
| • Network Administration | • Server Administration (Windows Server 2019 & Redhat Linux) |