



SA
RB

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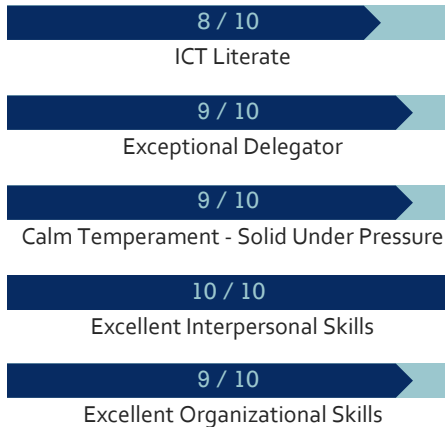
INFORMATION TECHNOLOGY PROFESSIONAL
Desktop Analyst, Operations Support / Technician, System Administrator



SUMMARY

Extensive experience in Information Systems and their Management Computer Networks, Server Administration and in Active Directory.

SKILLS



EDUCATION

2010 - 2012
BSc Computer Science

1996 - 1999
Higher National Diploma (HND) in Statistics

EXPERIENCE

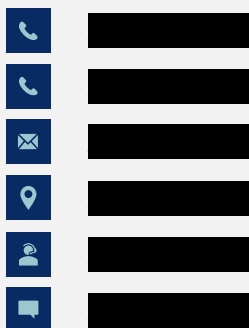
Bank - 2015 to Present

IT Operations Support Officer (role is the link between the IT and Operations departments) – August 2015 to Present

- Provide effective IT Support by coordinating activities of multiple units within operations
- Comprehensive day-to-day IT Support, Customer Support and Administrative and Technical Support
- Give advice, promote, and facilitate technology needs within Operations

Reconciliation Officer / Card Operation Officer - April 2015

- Reconciliation of VISA, CUP transactions and submitting daily report on the day to day Ghana Interbank Payment and Settlement Systems (GhIPSS) transactions
- Manage and provide monthly reports on some GL



PROFESSIONAL DEVELOPMENT

Microsoft 2016

**Certificate of Achievement in Data101x:
Data Science Orientation**

Microsoft 2014

MCP Microsoft Certified Professional

2012 - 2013

**MCITP – Microsoft Certified Information
Technology Professional NIIT (Honours
Diploma in Network Engineering -MS)**

2004

Diploma in Computer Studies

2004

Ordinary Certificate in Statistics

2002

Micro Computer Technology Part 1

EXPERIENCE Continued

2004 to Present

Desktop Specialist / Systems

- General assistance to Users for all IT systems
- Receive incoming calls from Users (User complaints)
- Analyze complaints/ problems described by Users
- Solve Users problems
- Perform network and database tasks
- Train both old and new employees to use Microsoft Office Applications, Custom ware Hardware related issues
- Update the Pro-helpdesk database
- Checking of backups
- Installation of new computers
- Setting up computers for users
- Administration, maintenance and monitoring of workstations
- Update systems inventory