S/R SA RB

If hiring or know of a job matching this client-candidate, please call 647-773-8899, email or Book an Appointment

There are no fees or charges of any kind to hire through any Nigel Corneal BDM Service Network Inc. service.

INORMATION TECHNOLOGY PROFESSIONAL

Desktop Analyst, Operations Support / Technician, System Administrator

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

SUMMARY

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

SKILLS

- 8 / 10 — ICT Literate
- 9 / 10 — Exceptional Delegator
- 9 / 10 — Calm Temperament - Solid Under Pressure
- 10 / 10 — Excellent Interpersonal Skills
- 9 / 10 — Excellent Organizational Skills

EDUCATION

[redacted] 2010 - 2012

BSc Computer Science

[redacted] 1996 - 1999

Higher National Diploma (HND) in Statistics

EXPERIENCE

[redacted] Bank [redacted] - 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

S/R

SA RB

INORMATION TECHNOLOGY PROFESSIONAL

Desktop Analyst, Operations Support / Technician, System Administrator

[redacted]
[redacted]
[redacted]
[redacted]
[redacted]
[redacted]

PROFESSINAL DEVELOPMENT

Microsoft 2016

Certificate of Achievement in Data101x: Data Science Orientation

Microsoft 2014

MCP Microsoft Certified Professional

[redacted] 2012 - 2013

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

[redacted] 2004

Diploma in Computer Studies

[redacted] 2004

Ordinary Certificate in Statistics

[redacted] 2002

Micro Computer Technology Part 1

EXPERIENCE Continued

[redacted] - 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