

AGYEI WINFRED

PROFESSIONAL SUMMARY

A Technically skilled and service-oriented professional with a Bachelor's degree in Computer and Information Systems and over 8 years of hands-on experience in IT support, electrical/electronic maintenance, and equipment troubleshooting. Currently serving as a Technical Services & IT Support Technician at Swedru Government Hospital, providing essential support to ensure system uptime, safety compliance, and seamless staff operations. Proven ability to work in dynamic environments and adapt to new challenges, with a strong commitment to team collaboration and operational excellence.

CORE COMPETENCIES

- IT & Helpdesk Support (PCs, printers, AIO systems, network setup)
- Electrical & Electronic Systems Maintenance
- Preventive & Corrective Equipment Servicing
- Data Center System Readiness & Documentation
- Safety Compliance (OSHA, PPE usage)

Technical Services & IT Support Technician

Swedru Government Hospital (Head Office, Agona West Municipal District) – National Service Personnel

2023 – Present

- Provided comprehensive IT support, system configuration, and troubleshooting for staff across various departments.
- Maintained and repaired office electronics and medical IT equipment, ensuring functionality and longevity.
- Assisted in systems documentation, reporting, and user support to streamline operations.

Freelance / Contract Roles – Ghana

2019 – Present

- Maintained and repaired laptops, printers, and All-in-One (AIO) systems for clients.
- Conducted electrical and low-voltage troubleshooting for office automation systems.
- Provided excellent customer service and after-sales support to a large staff base of over 450 employees.
- Managed equipment installation, relocation, and setup projects.

EDUCATION

Bachelor of Science in Computer and Information Systems
Cambridge International College – 2021 – 2024 (Completed)
WASSCE – Business Management & Elective Mathematics
Aprade Senior High School – 2017 – 2020

CERTIFICATIONS (OPTIONAL/RECOMMENDED)

- Google Analytics Certification (2025)
- Electrical Technician Certification (*Present*)

- Data Center Basics / Systems Maintenance

TECHNICAL TOOLS & SKILLS

- Multimeters, Circuit Testers, Diagnostic Tools
- Microsoft Office Suite
- Network Cabling and System Setup
- Blueprint/Schematic Reading

REFERENCES

Available upon request.
