

EMMANUEL OFORI MENSAH

929-377-3831 • MANNYOM98@GMAIL.COM • [LINKEDIN](#)

As a dedicated technology professional, I am passionate about delivering innovative IT solutions that seamlessly meet user needs while safeguarding critical information. My strong problem-solving skills and determination to succeed drive me to excel in every challenge I take on. I am committed to staying ahead in the fast-paced tech industry by continuously learning and embracing new technologies. My goal is to push the boundaries of what's possible, inspire others, and contribute to meaningful advancements in the field.

SKILLS

Interpersonal and Customer Service, Analytical and Troubleshooting, Written and Verbal Communication, Smart Thinking and Positive Attitude, Independent Work Capability, Service Management Experience, Technical Support and Maintenance, Windows 7-11 Support, Microsoft Office Suite Proficiency, Ticket Resolution at 1st and 2nd Line Levels, Hardware Commissioning and Maintenance, Asset Management, Virus Response, Active Directory Management, Remote Services

Programming: Java, C, Python, HTML, CSS, JavaScript

Operating System: Windows, iOS, Linux/Unix, MacOS, Android

Tools: Basecamp, Microsoft Suite, MATLAB, BlueJ, GitHub, RS2 Access Control System, VMware, Google Suite, Notepad ++, SQL, Azure, ServiceNow, App Engine Studio.

Others: Database Management, Workflow Design, Automation, ITIL Practices, Attention to detail, Problem-Solving, Analytical and Critical Thinking, Access Control, Manual Test, Flow Designer, Cryptography, Cyber Forensics, Data Security, Disaster Recovery Planning, Firewall Configuration, Malware Identification, Mobile Device Security, Network Security, Security Configuration, Security Policies, Threat Analysis, Threat Detection, Website Management

EDUCATION

Rutgers University - Camden, NJ

Bachelor of Science in Computer Science

September 2019 - January 2023

CERTIFICATIONS

Palo Alto Networks Assessment-Based Certified

CompTIA Security + Certified

Certified System Administrator

EXPERIENCE

Technical Assistant/Customer Service

Rowan University

November 2023 - Current

- Provided excellent customer service and support to technical and non-technical end-users, resolving complex technical issues related to Rowan University's ID card services and related systems.
- Evaluated, troubleshooted, and solved a wide range of problems with the RS2 access control system through Citrix, applying sound technical judgment to ensure practical and thorough solutions.
- Collaborated with other IT teams to restore service as quickly and effectively as possible.
- Escalated complex issues to senior support staff or other IT teams, ensuring clear communication of findings and steps taken to resolve issues.
- Led efforts in troubleshooting network and connectivity issues, ensuring minimal downtime.
- Managed user accounts, permissions, and group policies in RS2, supporting secure and efficient operations.
- Developed and maintained technical documentation for internal processes and user guides.

Help Desk Support/Customer Service

Altov Group

December 2022 – November 2023

- Responded to and resolved hardware and software service requests for workstations, peripherals, and phones.
- Troubleshooted networking issues and provided remote hands service for infrastructure hardware.
- Followed established processes and procedures to log, track, and complete assigned tasks on time and with great attention to detail.
- Created and maintained end-user accounts, including Active Directory management.
- Scheduled, troubleshooted, and set up teleconferencing systems.
- Provided superior customer service, listening attentively to customer questions and concerns, and offering optimal solutions.

ServiceNow NextGen Apprenticeship

January 2024 – April 2024

- Completed intensive training on ServiceNow platform fundamentals, administration, development, and best practices.
- Acquired skills in IT Service Management (ITSM), platform navigation, application creation, workflow design, and configuration management.
- Developed expertise in JavaScript, HTML, CSS, and ServiceNow APIs for custom application development.
- Administered ServiceNow instances, managed user access, and maintained data integrity.
- Implemented automation solutions using ServiceNow workflows, orchestration, and scripting to streamline business processes.
- Utilized ServiceNow reporting and analytics tools to create insightful reports, dashboards, and KPI tracking mechanisms.

Quality Assurance Analyst Intern

Oigetit Inc.

July 2022 – October 2022

- Conducted rigorous testing of desktop and web applications, identifying critical bugs and ensuring software quality.
- Supported the configuration and testing of server hardware, including RAID setups, to ensure system reliability.
- Prepared detailed reports and presentations on security issues and resolutions.
- Worked independently to monitor software performance and contribute to improvement efforts.
- Contributed to maintaining a secure software environment by troubleshooting and resolving security-related issues.