

JACOB MAWUNYO KWAKU-KUMA

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SUMMARY

Results-oriented IT Support Engineer with over 7 years of experience supporting enterprise IT infrastructure across the energy, telecommunications, technology services, and water sectors. Proficient in virtualization, server administration, networking, backup and recovery, end-user support, IT operations, and information security. Experienced in coordinating service providers, maintaining IT systems and asset documentation, and achieving 90% system uptime. Currently pursuing an MSc in Data Analytics to integrate technical expertise with data-driven decision-making, improve operational efficiency, strengthen system reliability, and align technology solutions with organizational objectives.

SKILLS

- **Professional Skills:** Windows Server (2012-2022), Active Directory and Group Policy, VMware Virtualization, Veeam Backup and Recovery, Data Center Management, Cybersecurity and Patch Management (Symantec), Network Administration (Wireless, Firewalls, LAN/WAN), ERP (Syspro) and Office 365 Administration, IP Telephony and Video Conferencing (Avaya, Polycom, Grandstream), CCTV setup, IT inventory and documentation, Remote Supporting.
- **Tools and Technologies:** Windows Server, VMware, Veeam, Microsoft Azure, Cisco Routers/Switches, Symantec, Office 365, SQL, Python, Excel (Advanced), Data Visualization and Reporting, Statistical Analysis, Tableau, Power BI, ManageEngine Ticketing Tool, Remote supporting Tool (Team-viewer, Anydesk, Atera).
- **Certifications:** CCNA 200-301, Microsoft Azure Administrator Associate, Six Sigma Yellow Belt, Cybersecurity Essentials Training, Foundations of Business Analytics.

EXPERIENCE

Senior Desktop Support Engineer

June 2025- Present

Contact Center International

Dzorwulu, GA

- Diagnosed and resolved hardware, software, printers, and operating system issues for 150+ end users, achieving a 95% first-time resolution rate and reducing user downtime by 30%.
- Managed incidents, service request, and escalation workflows through IT service management processes, consistently achieving 95%+ SLA compliance and improving response times.
- Led and mentored support teams while coordinating with vendors and stakeholders to improve service delivery, resulting in a 25% reduction in recurring technical issues.
- Managed user accounts, access permissions, password resets, and Group Policy administration within Active Directory, supporting secure access for 1500+ users.
- Collaborated with cross-functional teams to identify process improvement opportunities, enhancing IT operational efficiency and supporting business continuity objectives.
- Established and maintained IT asset management and documentation processes, improving inventory accuracy to 100% and enhancing audit readiness.
- Developed and maintained troubleshooting guides, technical procedures, incident records, and knowledge base documentation, improving team efficiency and reducing ticket resolution times by 20%.
- Maintained accurate IT asset inventories and lifecycle records, achieving 100% asset tracking accuracy and strengthening audit readiness.

IT Executive

May 2024 – June 2025

Ensol Group Company Limited

Takoradi, WR

- Administered Windows servers and the SYSPRO ERP environment, providing support for 60+ users and ensuring uninterrupted access to business-critical applications.
- Managed and secured enterprise network infrastructure, including routers, switches, firewalls, and CCTV systems, achieving 90% network availability and reducing connectivity-related incidents by 30%.
- Oversaw the installation, licensing, maintenance, and upgrade of business applications, ensuring software compliance and optimizing system performance across the organization.
- Led IT service desk operations, resolving 95% of support tickets within SLA targets and improving end-user satisfaction and productivity.
- Supported and optimized remote and hybrid work environments, enabling seamless collaboration and maintaining productivity for 30+ remote users through secure VPN, Microsoft 365, and remote access solutions.
- Successfully delivered infrastructure upgrade projects on schedule and within budget, improving overall system performance and supporting business growth initiatives.

IT Manager

December 2020–May 2024

APOTICA Company Limited

Dzorwulu, GA

- Administered Veeam Backup and Recovery solutions, ensuring 100% backup success rates and reducing data recovery times by 50% through optimized disaster recovery procedures.
- Oversaw data center operations and infrastructure maintenance, reducing unplanned downtime by 30% through proactive monitoring and preventive maintenance.
- Implemented and managed VMware virtualization environments, consolidating server resources and reducing infrastructure costs by 25% while improving scalability and performance.
- Managed and maintained enterprise IT infrastructure supporting 40+ users, achieving 90% system availability across servers, networks, and business-critical applications.
- Directed LAN, WLAN and internet connectivity services across multiple business units, maintaining 90% network uptime and improving connectivity performance.
- Strengthened cybersecurity posture through antivirus management, patch deployment, and security monitoring, reducing endpoint security incidents by 40%.

Systems Administrator

August 2017–December 2020

iSON Xperiences Ltd. (AirtelTigo Ghana)

Tema, GA

- Streamlined operational processes and support procedures, improving IT service efficiency by 20% and reducing recurring technical issues.
- Delivered Level 1 and Level 2 technical support for servers, desktops, software applications, network connectivity, printers, Microsoft Outlook, and user account issues, resolving 500+ incidents annually with a 95% first-contact resolution rate.
- Provided administration and technical support for Avaya telephony applications, ensuring reliable voice communication services and reducing communication-related incidents by 25%.
- Managed help desk support operations, resolving technical incidents and service requests within SLA targets while maintaining high user satisfaction.
- Installed, configured, and administered Windows Server 2012 environments, including Active Directory, DNS, DHCP, Group Policy, and other server roles, supporting 200+ users while maintaining 90% system availability.
- Managed vendor relationships and IT procurement activities, negotiating contracts that reduced annual technology costs by 15% while improving service quality.
- Maintained accurate IT asset inventories and lifecycle records, achieving 100% asset tracking accuracy and strengthening audit readiness.

End User Support Engineer

August 2015–August 2017

iSON Technologies Ltd (Airtel Ghana)

Spintex, GA

- Supported the deployment and upgrade of Avaya telephony and Polycom video conferencing solutions, improving collaboration capabilities and supporting business communication requirements across multiple locations.
- Delivered Level 1 and Level 2 technical support for servers, desktops, software applications, network connectivity, printers, Microsoft Outlook, and user account issues, resolving 500+ incidents annually with a 95% first-contact resolution rate.
- Planned and implemented operating system and application updates, ensuring high system performance and minimizing business disruptions during maintenance windows.

IT Consultant

May 2013–November 2014

ASPAC International Ltd (Ghana Water)

Nsawam, ER

- Supported and monitored LAN/WAN infrastructure, proactively identifying and resolving network issues to maintain high availability and minimize business disruptions.
- Administered backup operations and recovery procedures, achieving 100% backup completion rates and improving disaster recovery readiness.
- Administered endpoint security controls, software patching, and system updates across the organization, reducing security vulnerabilities by 40% and maintaining compliance with IT security standards.
- Managed Windows Server, Active Directory and Group Policy environments supporting 20+ user accounts and ensuring secure access management.

EDUCATION

Master of Science in Data Analytics

Anticipated graduation in 2027

Nexford University

Washington DC(Remote)

Bachelor of Science in Information Technology

2020

Ghana Technology University

Tesano, GA

Advanced Diploma in Systems and Network Administration

IPMC University College

Certificate in Building Construction

Boso Secondary Technical School

2013

North-Legon, GA

2009

Boso, ER