

WILSON FORDJOR

IT SUPPORT PROFESSIONAL | END-USER SUPPORT | NETWORKING

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PROFILE

IT Support professional with hands-on experience across first-line support, hardware troubleshooting, Windows environments, Microsoft 365, networking and systems administration. Confident diagnosing end-user issues, preparing and maintaining devices, supporting network infrastructure and documenting technical resolutions. Brings a calm, structured approach developed across IT and safety-critical operational environments, with a strong interest in continuing to develop within hands-on technical support and systems administration.

CORE EXPERTISE

1st & 2nd Line Support	Hardware Diagnostics & Repair	Windows 10/11 Support	Microsoft 365 Support
LAN/WAN & Network Faults	Structured Cabling & Racks	Asset & Licence Management	Technical Documentation

RELEVANT IT EXPERIENCE

IT Support Technician | Moda Metrica

Aug 2023 – Mar 2024

- Provided remote and on-site first-line support for Windows systems, Microsoft Office, printers and network peripherals, resolving hardware, software and connectivity issues.
- Installed, configured and maintained Windows workstations, peripherals and business applications to support reliable day-to-day operations.
- Performed structured troubleshooting, software updates and routine maintenance to minimise downtime and improve system performance.
- Assisted with user account administration, data backups and the implementation of IT security best practices.
- Communicated technical solutions clearly to users with varying levels of technical knowledge.

Network & Systems Administrator | Databytes

Jan 2021 - Jun 2023

Ltd

- Provided hands-on end-user support, resolving hardware, software and connectivity issues across Windows desktop and Microsoft 365 environments.
- Installed, configured and supported Windows desktop systems and assisted with LAN/WAN administration and network fault diagnosis.
- Logged incidents, documented solutions and escalated complex issues when required, supporting consistent service delivery.
- Implemented data backup and disaster recovery procedures to support business continuity.
- Installed and supported CCTV and security systems within operational environments.

PROFESSIONAL PROJECT

Major Financial Services Client | Technical Deployment Project

- Worked within a technical deployment team to modernise enterprise IT infrastructure and upgrade more than 300 Windows workstations.
- Assisted with server-room optimisation involving network switches, NAS/SAN storage, UPS systems, structured cabling, rack infrastructure and airflow improvements.
- Supported delivery through careful planning, teamwork and clear technical documentation, helping to minimise operational disruption.
- Contributed to a more reliable, maintainable and scalable IT environment supporting ongoing business operations.

ADDITIONAL EXPERIENCE

Bulk Oils Operative | Edible Oils Ltd Apr 2024 - Present

- Operate within a safety-critical environment, following strict procedures and escalation processes while maintaining operational continuity under pressure.
- Conduct daily inspections, record findings through digital reporting systems and troubleshoot operational issues using a structured, root-cause approach.
- Act as a first responder to incidents, coordinating timely resolutions and communicating clearly with colleagues and contractors.
- Maintain accurate stock and asset records and manage contractor access and site security in line with compliance requirements.

TECHNICAL SKILLS

End-user & hardware	Windows 10/11 installation, configuration and troubleshooting; hardware diagnostics and repairs; macOS/iOS support; printers, scanners and peripherals; MDM and endpoint deployment.
Microsoft technologies	Microsoft 365, Outlook, Teams, OneDrive and SharePoint support; user accounts, licensing and password resets; working knowledge of Active Directory and Microsoft Entra ID; MFA and secure access practices.
Networking & infrastructure	LAN/WAN support; TCP/IP, Ethernet, Wi-Fi and network switches; structured cabling and rack management; NAS/SAN storage; UPS maintenance; business continuity and disaster recovery support.
IT service & security	1st/2nd line support; remote and on-site support; incident logging, escalation and documentation; asset management; root-cause analysis; backup and disaster recovery; GDPR and information governance; CCTV/security systems.
Programming & applications	C++, C#, Java and HTML; operational business applications, digital reporting systems and inventory applications.

EDUCATION & TRAINING

CRM Fundamentals for Lightning Experience Self-paced learning Salesforce Trailhead	Present
Cyber Security Training Optima Training London	2024
Professional Diploma in Software Engineering & NCC Cyber Security (Short Course) IPMC College of Technology	2022
BSc Administration (Marketing) Credits Legon University (UoG)	2018
GCSE Qualifications equivalent (including English and Mathematics)	2013