

PAUL GERALDO

P.O. Box 25, Winneba.
E-mail: pgeraldo@uew.edu.gh
Tel: +233 249113119

I am dependable and goal-oriented IT Support, Network and Security Specialist with 12+ years of experience maintaining in-house IT systems and providing comprehensive customer and user support. I am competent in troubleshooting computing devices and customer service, networking, operating systems, system administration, and IT security.

EDUCATION: UNIVERSITY OF EDUCATION, WINNEBA

MPhil in Information and Communication Technology 2022 - 2024

INTERNATIONAL INFORMATION SYSTEM SECURITY CERTIFICATION CONSORTIUM (ISC)²
Systems Security Certified Practitioner (SSCP) 2021

GOOGLE
Professional Certificate in IT Support Specialization 2020

UNIVERSITY OF MINNESOTA
Professional Certificate in Information Systems Specialization 2020

INDIA SCHOOL OF BUSINESS
Certificate in IT Project Management 2020

UNIVERSITY OF COLORADO, COLORADO SPRINGS
Certificate in Computer Communication Specialization 2020

SIKKIM MANIPAL UNIVERSITY
MBA in Information Systems Management 2013 - 2016

UNIVERSITY OF EDUCATION, WINNEBA 2005 - 2009
Bed Information and Communications Technology,
MAJOR: Advanced Networking and Advanced Website Design.

KETA SECONDARY SCHOOL 1999 - 2001
West Africa Senior Secondary Certificate Exams,

TECHNICAL SKILLS:

Programming (Java, Asp.Net, Python, PHP), Database (SQL Server, MySQL), System Analysis, Website Design (HTML 5, CSS, Bootstrap), PC Maintenance, Windows Operating Systems (Windows 11, Windows 10), Linux Operation System (Kali), Computer Networking, Microsoft Suite/tools.

EXPERIENCE: UNIVERSITY OF EDUCATION, WINNEBA

January 2022 – Present

Chief ICT Assistant: Duties Performed

- Assist lecturers in the department of ICT Education in practical sessions and tutorials
- Train and supervisor senior and principal ICT Assistants
- Assist lecturing in the department of ICT Education

GHANA STATISTICAL SERVICE

December 2020 - July 2021

IT Support Trainer: Duties Performed

- Conducted training sessions on IT support and technical skills for District IT Officers for the 2021 Population and Housing Census.
- Supervised troubleshooting and resolving IT-related census field issues.

UNIVERSITY OF EDUCATION, WINNEBA

January 2017 – December 2021

Principal ICT Assistant: Courses Assisted

- Introduction to Computer Networking
- Advanced Networking
- PC Maintenance and Laboratory Management
- Technology Project Management
- Management Information Systems

Other Duties:

- Assisted faculty members with classroom instruction, exams, record keeping, and other miscellaneous projects.
- Tutored and mentored students.
- Assisted students with their end of semester projects.

Technical Support: Duties

- Install and configure computer hardware, software, systems, printers and scanners for a network serving the entire student body (over 7,000 students) and academic departments in a fast paced and evolving environment.
- Meet multiple deadlines and escalated high-priority problems by collaborating with team members
- Provide technical support and customer service through phone calls, emails and in-person; problem diagnosis, troubleshooting of software and hardware problems and adoption of new program, technology and devices
- Perform on boarding of new students and staff in the computer networks and systems by setting up new accounts, training new users on login procedures & password parameters and providing navigational assistance

UNIVERSITY OF EDUCATION, WINNEBA

January 2012 – December 2016

Senior ICT Assistant: Duties Performed

- Assist lecturers in the department of ICT Education in practical sessions
- Assist lecturing in the department of ICT Education

UNIVERSITY OF EDUCATION, WINNEBA

January 2014 – Present

Chief Lab Coordinator: Duties

- Oversee all the computer labs in the department of ICT Education
- Oversee the networks in the department of ICT Education
- Train and organize workshops for lab assistants
- Monitor all PC maintenance and troubleshooting in the various Labs in the department

GHANA STATISTICAL SERVICE

September 2010 - November 2010

Field Officer: Duties Performed

- Identify boundaries of the assigned Enumeration/Supervisory Areas (EAs/SA) with the aid of maps
- List all structures and enumerate all persons in the EA
- Ensure security of all census materials and equipment and account for same

MUNICIPAL ASSEMBLY, East Akim (Kibi)

September 2009 - August 2010

Computer Administrator: Duties Performed

- Managed and maintained the computers in the offices
- Made sure that the entire computer networks were up and doing always

ONE LAPTOP PER CHILD, USA

January 2009 - December 2010

Hardware Engineer: Duties Performed

- Researched and worked on all the physical parts of the XO laptops

ASSEMBLIES OF GOD SENIOR HIGH SCHOOL, KUMASI

September 2008 - May 2009

ICT tutor: Duties Performed

- Taught ICT related lessons (Introduction to ICT: SHS 1&2)
- Communicated prompt and accurate feedback on the performance of students to both staff and students
- Tested and evaluated new computers and new technical devices purchased for the school

TRAINING & CONFERENCES:

Protecting universities' data, staff, and students during digital transformation, on Webinar, March, 2021

How to modernize the curriculum as part of universities' digital transformation: Delivering benefits for staff and students, on Webinar, February, 2021

Exploring the promise of digital collaboration in research, on Webinar, January, 2021

Science, Technology and Mathematics Education (STME) Clinic, Mobile Apps Workshop (Android & iOS) Systems Administrator (Computer Warehouse Group, Ghana) Accra, July, 2014

One Laptop Per Child Workshop, Kigali Institute of Science and Technology (KIST) Rwanda, January, 2010

Youth summit, world society of Information Summit, Kofi Annan, Advanced Information Technology Institute, Accra,

ACTIVITIES:

- Team Sports (Football and Basketball)
- Volunteering
- Music

REFERENCE:**Ahaji Prof. Issifu Yidana**

Senior Lecturer, Department of ICT
University of Education, Winneba
P.O. Box 25, Winneba, Central Region
iyidana@uew.edu.gh
Tel. +233 245035900

Prof. Benjamin Ghansah

Vice Dean, Faculty of Science Education
University of Education, Winneba
P.O. Box 25, Winneba, Central Region
bghansah@uew.edu.gh
Tel. +233 244239515

Dr. Ephraim Kwaa-Aidoo

Graduate Coordinator, Department of ICT
University of Education, Winneba
P.O. Box 25, Winneba, Central Region
ekkaidoo@uew.edu.gh
Tel. +233 206724609

Dr. Daniel Danso Essel

Faculty Exam Officer, Faculty of Science Education
University of Education, Winneba
P.O. Box 25, Winneba, Central Region
Email: ddesel@uew.edu.gh
Tel. +233 206944444