

Prince Miller

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PERSONAL SUMMARY

I'm an Information Technology graduate with a fair understanding of system administration and user support. My strength lies in handling routine system tasks, implementing security measures, and training end-users. I have hands-on experience in IT support and a unique background in **mental health psychiatry**.

As a detail-oriented professional, I excel in communication and interpersonal skills.

EDUCATION

September 2019 - November 2023

Bachelor of Science in Information Technology

Ghana Communications Technology University (GCTU)

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September 2015 - September 2018

West African Senior School Certificate Examination (WASSCE)

Nungua Senior High School, Accra.

EXPERIENCE

IT Firms

1. Blustrap Technologies

System Administrator (Beginner)

April 2023 - Present

Responsibilities:

System Administration: Handle basic tasks such as user account management, routine system checks, troubleshooting, and documentation.

- **Training and Support:** Provide training and support to end-users on system-related issues and best practices.
- **Documentation:** Maintain accurate and up-to-date documentation of system configurations, procedures, and policies.

2. DreamOval Limited

Intern - IT Support

Aug 2022 - Dec 2022

Responsibilities:

- Work under the supervision of experienced IT professionals, gaining hands-on experience in various aspects of IT support.
- Assist in user support, customer support, and operations.
- Develop effective communication skills within a professional environment.

Health Institution

1. Danpong Medical Hospital

Driver (Part-Time)

Jan 2021 - Nov 2021

Responsibilities:

- **Transport** patients safely and efficiently.
- **Provide** person-centred care, ensuring patient safety and assistance.
- **Handle** the delivery of medical equipment.
- **Maintain** detailed records of transportation activities.

2. Bortianor Polyclinic

Intern, Mental Health Psychiatry

April 2020 - July 2020

- Gain valuable experience in mental health psychiatry, supporting medical professionals.
 - Communicate effectively with mentally disabled individuals, educating them on their conditions and emphasizing the importance of medication adherence.
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SKILLS

Technical Skills:

- System Administration
- Advanced Software Proficiency
- Security Administration
- Documentation
- Microsoft Windows Operating Systems
- Microsoft Office Suites
- Off-the-shelf and bespoke Applications, etc.

Soft Skills:

- Excellent Communication
- Interpersonal Skills
- Detail-Oriented
- Team Collaboration

Other Skills:

- Patient Transportation
 - Person-Centered Care
 - Record-Keeping
 - Customer Support
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