



BENARD AWUKO - ICT CONSULTANT

BSc. Telecommunications Engineering

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AREA OF EXPERTISE

- Understand customer requirements and business objectives.
- Provide strategic advice on using Technology.
- Managing IT initiatives and collaborate with in-house technical staff.
- Designing IT systems and networks ensuring the right architecture and functionality.
- Supporting New Technology implementation.
- Training users in new & existing IT systems.
- Revise existing systems and suggest improvements.
- Mentoring younger academics in IT.
- Conduct needs assessments and monitoring project.
- Conduct General Preventive and Corrective Maintenance of OCB switches.
- Prepare exchange backups.
- Originate Trouble Tickets and resolve incoming Trouble Tickets.
- Perform Routing Management.
- Support Customer Care Team
- so as to meet customer demands effectively.
- Keeping accurate maintenance records to facilitate fast maintenance.
- Troubleshooting components of the enrolment kit for instance laptops and scanners.
- Data entry and verification
- Expert in Communication including; TETRA networks, VSAT systems, Aeronautical Telecommunication networks, Air Navigations and Surveillance systems.

SPECIAL KNOWLEDGE & SKILLS

- Good knowledge of Artificial Intelligence.
- Very good knowledge of operation of Telecommunication systems for instance PSTN, GSM, WCDMA and 4G LTE.
- Good knowledge of relational database management system.
- Good knowledge of Engineering simulation, analysis and design using MATLAB and Multisim software.
- Very good computer knowledge with wide experience in use of Microsoft office applications.
- Good knowledge of website development.
- Good project planning and management skills.
- Excellent presentation skills.

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