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# EBENEZER JOHNSON

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## *PROFESSIONAL SUMMARY*

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I am a motivated IT professional with hands-on experience in network configuration, troubleshooting, and system administration. Currently pursuing Cisco Academy Network Technician certification, complemented by credentials in System Administration and Network Administration. Known for strong problem-solving abilities, attention to detail, and effective communication skills honed through technical and customer service roles. Eager to contribute to dynamic network and IT management teams.

## *SKILLS*

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**PROFESSIONAL SKILLS**    Customer Service | Communication | Problem-solving | Teamwork | Attention to detail | Adaptability | Time Management

**TECHNICAL SKILLS**        Azure Cloud | Server Management | Virtualization | Networking | Security  
Operating Systems | C++ | C# | Javascript | Java | HTML/CSS | SQL

## *WORK HISTORY*

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### **Night Merchandising Associate**

*Princess Auto | Lethbridge | April 2024 – Present*

Restocks and organizes merchandise during overnight shifts to ensure visually appealing displays and optimal product availability. Below are the tasks and achievement for this role;

- **Restocked and organized** over 1,000 items per night, ensuring shelves were fully replenished and ready for opening hours, reducing stockouts by 15%.
- **Executed floor resets and visual merchandising displays** for new product launches, driving a 10% increase in early morning sales.
- **Maintained inventory accuracy** by conducting regular stock counts, improving stock accuracy by 98%.
- **Coordinated product placement and promotions** based on sales trends, contributing to a 12% boost in high-margin item sales.
- **Managed store cleanliness and organization** overnight, ensuring a presentable and welcoming shopping environment, improving customer feedback scores by 20%.
- **Collaborated with team members** to complete nightly tasks 20% faster, ensuring deadlines for store readiness were consistently met

### **Associate Merchandising**

*The Brick | Lethbridge | September 2023 – September 2024*

Supports product displays and inventory management, enhancing customer engagement and sales performance on the sales floor. Below are the tasks and achievement for this role;

- **Managed inventory and generated reports** to track stock levels and discrepancies, reducing inventory errors by 10% through precise record-keeping and audits.
- **Created and maintained visually appealing merchandise displays**, contributing to a 15% increase in foot traffic and sales for promoted items.

- **Delivered exceptional customer service** to over 50 customers daily, resulting in a 95% satisfaction rating and repeat business.
- **Assembled and disassembled over 50 products weekly** for displays and customer orders, ensuring quick and accurate setups with minimal delays.
- **Assisted customers with item pickups** for large orders, handling an average of 70 pickups per week and improving customer wait times by 20%.

## Computer Technician

*Ofo-Computers | Ghana | February 2021 – July 2023*

Installs, maintains, and repairs computer hardware and software while providing technical support and troubleshooting for IT issues. Below are the tasks and achievement for this role;

- **Performed installation, maintenance, and repair** for complex internal computer hardware and software applications, achieving a 95% first-time fix rate for technical issues.
- **Installed Microsoft Windows** on over 100 desktop and laptop computers, ensuring timely updates and activation, with a 98% success rate for account setups (Microsoft and Google).
- **Configured computer networks and internet connectivity** for small businesses, successfully connecting an average of 10 devices per site and improving network efficiency by 20%.
- **Conducted virus and malware removal** services, restoring functionality to over 30 systems monthly, with a 90% customer satisfaction rate for post-service follow-ups.
- **Managed data backup, recovery, and file sharing solutions**, ensuring data integrity for clients, with a success rate of 99% in recovery scenarios.
- **Facilitated sales of computers and accessories**, achieving sales targets with a 20% increase in revenue through upselling and customer relationship management

## PROJECTS

- Three players 3\*3 TicTacToe game using Java
- AgeTech solutions website using HTML/ CSS
- Team Register Form using C# windows forms
- Call charge calculator using C# windows forms
- File data organizer using Java swing

## EDUCATIONAL BACKGROUND

### Computer Information Technology - Diploma

*Lethbridge Polytechnic | Lethbridge, Alberta | Present*

### Cisco Network Technician Pathway – Network Technician Certificate

*Cisco Network Academy | Online | In-Progress*

## CERTIFICATIONS & AWARDS

- ❖ Career Essentials in System Administration - By Microsoft
- ❖ Zendesk Customer Service Professional Certificate – Zendesk
- ❖ Javascript Essential 1 – By Cisco Network Academy
- ❖ Networking and Administration Fundamentals - By LinkedIn
- ❖ Learning C# and Learning C++ - By LinkedIn
- ❖ JavaScript Foundations Professional Certificate by Mozilla