**AUGUSTINE QUOINAH**

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**Professional Summary**

I am a young and innovative Liberian at age 26; I have acquired the following achievements:

• [***Computer Support Technician***]- *Highly skilled in software installation; upgrades, updates and hardware replacement; Specialized in virus removal and performance tweaks; Knowledgeable about Troubleshooting, Maintenance and (Windows Operating System Instillation); Personable, friendly and committed to resolving computer problems in a timely and thorough manner to maintain up-time.*

• [***Data Entry Clerk***]- *Skillful in entering data from various sources of documents with respect to processing, storage and data management. Prepare, Compile and sort documents for accuracy. Evaluate data and make correction where necessary. Combining and rearrange data from different documents where required. Print documents and comply with data integrity and security policies.*

* [***Customer Service Agent/Cafe Attendant***]-
* *Maintain updated* *knowledge of all entity products and services in order to provide adequate education to customers*
* *Provide information and instructions about relevant products and services*
* *Make product and service suggestions to meet the customer’s specific needs*
* *Promptly respond to customer questions submitted via email or our website*
* *Answer customer questions and provide information to resolve any issues*
* *Obtain necessary information from customers to adequately follow up*
* *Document important customer information for future reference*
* *Collect and record customer feedback and information, and share that with appropriate departments and team members*
* *Foster and maintain relationships with customers to improve our retention rate*
* *Attend all required customer service-related meetings*

• [***Maintenance and Preventive Measures***]- *With more than Five (5) years of experience in providing rapid client-centered technical support. Expertise in identifying root causes. Dedicated IT professional highly effective at maintaining and installing software and hardware for laptop and desktop computers. Seeks a role offering opportunities for long-term professional growth and development.*

• [***Innovative Computer Personnel***]- *With Six (6) years of experience in computer support and repair. Advanced knowledge of* (**Microsoft Office Applications***), as well as extensive experience with* **(Windows 7, Windows 8, Windows 10)** *computers.*

**SKILLS**

* *I have a strong background in* ***Microsoft Office Suit****, with emphasis in (Microsoft*

*Word, Excel, Access, Publisher and Power Point).*

* *I have acquired & developed the necessary skills in Preparing, Designing, editing and printing of all documents.*
* *I have extensive Knowledge in Desktop Publishing/Data Entry and Graphic Designing/Arts.*
* *I have acquired skills and knowledge in Computer Repairing for both Laptops and Desktops*
* *I have a typing speed of 45Word Per Minute (WPM), and advance knowledge in internet browsing.*
* *I am also good in research, data collection/entry and analysis.*

**EDUCATIONAL BACKGROUND**

**2019-Present : Candidate**

***Advance Entrepreneurship Training***

*Youth Empowerment Program*

*Du-Port Road, Paynesville City*

**2016 - 2018 : Certificate of Proficiency**

***Computer Software and Hardware***

*Monrovia Vocational Training Center* ***(MVTC)***

*Somalia Drive, Paynesville City*

***2017 :* Certificate of Completion**

***Monitoring & Evaluation***

*Liberia Institute of Public Administration* ***(LIPA)***

*Monrovia, Liberia*

**2015 - 2016 : Professional Diploma**

***Computer Hardware***

*Netlib Vocational Training Institute* ***(NVTI)***

*Congo Town, Monrovia-Liberia*

**2014 : High School Diploma**

***Paynesville Community High School***

*Paynesville City, Monrovia-Liberia*

**JOB/WORK EXPERIENCES**

**2019-2020 : Database Administrator**

***Faith College of Professional Studies***

*Bassa Town, Paynesville City*

*Montserrado County-Liberia*

**2018 : Cafe Attendant**

***Webber Liberia***

*E.L.W.A Junction, Paynesville City*

*Montserrado County-Liberia*

**2017 - 2018 : Data Entry Clerk/Computer Operator**

***Liberty Equip Driving Academy (LEDA)***

*Parker Paint Interception, Paynesville City*

*Monrovia-Liberia*

**Responsibilities**

* *Type and Print of all Document;*
* *Graphic Designing;*
* *Effective Customer Services;*
* *Scanning and Emailing of Documents;*
* *Modify documents and correct data on a regular basis;*
* *Update documents and delete unwanted documents;*
* *Store all documents in specific locations.*

**2017 : (Intern) Monitoring & Evaluation**

***Edafricon Investment Ltd.***

*G.S.A Road, Paynesville City-Liberia*

**Responsibilities:**

* *Assist in the revision of the project log frame matrix, particularly in the areas of performance indicators and their measurement;*
* *Assist in the development and finalization of thee project work plan and keep it updated in accordance with project activities and timeframes as relevant;*
* *Develop the overall framework, for project M&E, for example mid-term project review, impact assessment, final evaluation, develop project performance monitoring plan with relevant data collection system;*
* *Review the quality of existing data in the project subject areas, the methods of collecting it, and the degree to which it will provide good baseline statistic for impact evaluation; develop baseline data for each project component and for all project indicator.*

**2015-2016 : Computer Repair Technician**

***Wave Electronics and Computer Repair Center***

*Paynesville City, Montserrado-Liberia*

**Responsibilities:**

* *Ensured that all customers are*
* *Received and their devices registered.*
* *Troubleshoot and Computer repair*
* *Give customers the necessary Preventive measures.*

**2013 - 2015 : Desktop Publisher**

***Dream Desktop Publisher Center***

*Paynesville City, Montserrado-Liberia*

**Responsibilities:**

* *Type, Edit and printing of documents.*
* *Preparing/Designing of Flyers*
* *Designing of Logos, Certificates and Diploma*

**REFERENCES:**

**1. Mr. Philip Whymah : Instructor**

*Monrovia Vocational Training Center (MVTC)*

*Somalia Drive, Paynesville City, Monrovia*

*Contact #: +2317752819142*

**2. Mr. Morgan B.W. Kolonight : Principal / Executive Director**

*Lighthouse Mission Academy*

*(E.L.W.A) Community, Paynesville City*

*Contact #: +231886903548 / 7764732413*

**3. Mr. Roland K. Voker : Associate Professor**

*University of Liberia*

*Fendell Campus, Montserrado-Liberia*

*Contact #: +231777229014*