

# MR. RICHMOND DORGUNO

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## SUMMARY

An enthusiastic individual with 2+ years of combined experience and leadership in IT Support, Network and Systems Administration, and Customer Service Management.

Provided professional ICT training to workers in Technology integration, hospital workflow and IT.

planning. Collaborated with IT team of 4 members to migrate Bono Regional Hospital to a paperless system.

Seek to associate with a result-oriented institution with enabling environment for career and skills development through promotion of initiatives and team work.

## EXPERIENCE

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Year	Organization
1. September, 2020 to Present	Regional Hospital Sunyani (Contract: IT Officer)

### Achievements

- Installed and Configured computer hardware, Operating systems and applications such as Windows OS, Windows Server and setting up new PCs.
- Supported in deploying new infrastructure and security surveillance system (CCTV Cameras).
- Internal facilitator for In-Service Training for Doctors and Nurses on the use of the Facility Management Software.
- Collaborated with IT team of 4 members to migrate the hospital into a paperless system.
- Implemented network monitoring systems from a central point to ensure prompt and timely resolutions of network issues reducing network downtime by 20%.

**Year** | **Organization**  
2. June, 2021 to July 2021 | Ghana Statistical Service (Field Officer)

**Achievements**

- Listing of all Structures and Enumeration of Households achieving 120% coverage in my Enumeration Area.
- Daily Transmission of field data to Field Supervisor and Headquarters.
- Correction of Error Messages communicated by District Data Quality Management team.

**Year** | **Organization**  
3. September, 2019 to Aug. 2020 | Regional Hospital Sunyani (National Service)

**Achievements**

- Rendered IT support services both in face to face and remotely over phone to users.
- Maintained and monitored the computer systems and network infrastructure.
- Troubleshoot, diagnosed and resolved network and hardware problems.
- Installed and configured computer hardware, operating systems and applications.
- Installed and configured routers, switches and other network devices.
- Windows Server Installation and Configuration.
- Internal facilitator for HAMS Application Training for Hospital Staff.

**Year** | **Organization**  
4. June, 2018 – September 2018 | Vodafone Ghana - Wa (Industrial Attachment)

**Achievement**

- Troubleshoot and resolved faults on customer broadband services.
- Configured and installed broadband services to customers.
- Reported daily work done to head office.

## **EDUCATION**

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<b>Program</b>	<b>Date</b>	<b>Certificate</b>	<b>Institution</b>
● BSc. I.T Resources.	2015-2019	Bachelor Degree (I.T)	Univ. of Energy and Natural
● Gen. Arts	2009 -2013	WASSCE	St. Cyprian's Minor Sem. Senior High.

## **SKILLS**

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- Profound commitment and determination towards work.
- Affable and strong collaborative and communication skills.
- Ability to work in a team to achieve set targets.
- Strong ability to initiate, and implement strategies to achieve targets.

## **INTERESTS**

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- Listening to music.
- Reading.
- Watching documentaries.

## **TECHNICAL SKILLS**

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- Systems support and hardware servicing.
- Network management (Cabling, Routing, Switching, Troubleshooting etc.).
- Web development using HTML, PHP and WordPress.
- Database management (MSSQL, MYSQL).
- DHCP, DNS and Active Directory Management
- CCTV Installation and Configuration.