





# ISAAC KUSI

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Isaac Kusi 



## OBJECTIVE

Seeking for an Entry level position in fast-growing organization to utilize expertise in software development and testing, as well as deployment and support using agile development methodologies.



## EDUCATION

**B.S. in Information Technology | Miami University, Oxford, OH**  
08/2020 – 05/2022

**Associate of Applied Science in Software Development | Columbus State Community College, Columbus, OH**  
08/2017 – 05/2020



## EXPERIENCE

**Technical Support | Royal Pharmacy, Columbus, OH**  
09/2019 – PRESENT

- Provide technical support and resolved end user problems
- Perform Microsoft Windows PC maintain and configurations
- Perform hardware upgrades and software installs/updates
- Troubleshooting server related problems and answer request via telephone and email
- Provide basic network support ensuring desktop and other networked peripherals full connectivity

**Computer Repair Technician | Beeps Computer Clinic, Columbus, OH**  
06/2016 – 08/2019

- Diagnosed computer hardware issues and resolved issues in a timely fashion
- Installed computer software and hardware for clients and explained the process
- Assembled hardware parts in order to efficiently replace disrupted pieces and parts
- Troubleshoot software when issues occurred and worked to find creative solutions
- Ran reports on systems and hardware status and ensured all items were up and running
- Tested, assessed, and learned about updates and new technology



## SKILLS

- C#, VB.NET, Java, HTML, CSS, Bootstrap, JavaScript, PHP, MySQL, SQL Server, AWS
- Networking Principles and OSI Models
- Microsoft Office Suite (Excel/VBA Macros, Word, Access, Outlook, PowerPoint),
- Strong organizational and communication skills
- Technical troubleshooting
- Problem solving and logical thinking
- Strong team player and able to work independently as well



Microsoft Windows (XP,7,8,10) and Apple  
Macintosh OS

## **REFERENCES**

Furnished upon request