

REXFORD AMOAH

IT Support Engineer | Networking | Security | Cloud Enthusiast

CONTACT

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SKILLS

Networking & Infrastructure

- TCP/IP, DHCP, DNS, NAT, ACLs, VPN
- VLANs & Subnetting
- Routing Protocols (OSPF, RIP, BGP)
- Next-Gen Firewalls (Fortinet, Sophos)
- Network Monitoring (Wireshark)
- Network Troubleshooting & Incident Resolution

Systems & Platform Administration

- Windows Server (2012, 2016)
- Active Directory & Group Policy
- Microsoft 365 Administration
- Ivanti, ServiceNow, TopDesk
- Hyper-V Administration

Cloud & Virtualization

- Azure, AWS, IBM Cloud (Foundational)
- VMs & Cloud Networking Concepts

Soft Skills

- Excellent Communication
- Teamwork & Collaboration
- Analytical & Problem-Solving Skills

PROFESSIONAL SUMMARY

Motivated IT Support Engineer with a strong foundation in networking, security, and IT operations. Experienced in troubleshooting connectivity issues, supporting secure environments, and using scripting to enhance workflows. Thrives in fast-paced environments with a strong teamwork ethic and growth-focused mindset. Open to advancing skills across networking, cybersecurity, cloud, and enterprise infrastructure roles.

EXPERIENCE

EHT Service Desk Engineer – Littlefish (10/2024 – Present)

- Provide remote support across Windows, O365, Active Directory, and networked systems.
- Troubleshoot DNS, DHCP, Wi-Fi, VPN, LAN/WAN issues.
- Monitor performance and ticket load via ITSM tools.
- Assist Infra teams with deployments and configurations.
- Document fixes and workarounds for knowledge sharing.

IT Support Analyst – JD Sports (11/2023 – 09/2024)

- Configured laptops, imaging, OS installs, and network setup.
- Tier 1–2 support for VPN, Wi-Fi, printing,

CERTIFICATIONS

- Microsoft Azure Fundamentals (AZ-900) – Jan 2025
- Microsoft 365 Fundamentals (MS-900) – Apr 2025
- Microsoft Azure Security (SC-900) – Jul 2024
- Cisco Certified Network Associate – In Progress
- Fortinet Network Security Professional – In Progress

EDUCATION

- MSc IT Security – Nottingham Trent University (2021–2022)
- BSc Information Technology – Ghana Communication Technology University (2014–2018)
- WASSCE – Abuakwa State College (2011–2014)

and network access.

- Escalated complex tasks to 3rd Line engineering teams.
- Logged and prioritized incidents in ITSM systems.

Service Desk Analyst – University of Nottingham (08/2023 – 11/2023)

- Provided phone-based support for student IT issues.
- Worked with Azure AD for account troubleshooting.
- Investigated complaints and improved resolution workflows.
- Resolved incidents within SLA targets.