

# BENJAMIN NORTEI-TETTEY

AUDIO VISUAL TECHNICIAN | IT SUPPORT | NETWORK SUPPORT

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## PROFILE SUMMARY

Focused, driven, and detail-oriented IT & AV support technician with a passion for AV design & installation, complemented by my proven ability to identify and resolve technical issues efficiently. Possessing strong problem-solving skills with hardware/software troubleshooting and the ability to adapt to various working environments, working well under pressure with a can-do attitude. Known for being highly coachable, diligent, and an ambitious fast learner, with the ability to collaborate effectively with cross-cultural teams in fast-paced environments, backed by excellent communication skills. Seeking an opportunity to apply my skills & knowledge within IT & AV and to further develop whilst contributing to a progressive organization.

## PROFICIENCIES

Hardware & Software Troubleshooting	Teams / Zoom	PowerPoint	Team Work
Audio & Visual Support	Live Streams	Time Management	macOS / IOS
Music	End-User Support	Dante	OBS
Networking Technology	Customer Service	Problem-Solving	Technical Support
Windows Operating System	Analytical & Critical Thinking	Communication	Projections

## EDUCATION & TRAINING

<b>Computer Support Specialist Programme</b>   ITonlinelearning Ltd.	2023 – 2024
<b>A-Levels</b>   Woolwich Polytechnic	2018 – 2020

## CERTIFICATIONS

<b>CompTIA Security+ (SY0-701)</b> CompTIA	2024	<b>CompTIA Network+ (N10-008)</b> CompTIA	2024
<b>CompTIA A+ (220-1101 &amp; 220-1102)</b> CompTIA	2023	<b>Dante Certification Level 3</b> Audinate	2024

## AUDIO/VISUAL EXPERIENCE

### Audio Visual Technician | Church

- Setup and manage audio mixers & cameras
- Manage and operate main screen projections
- Setup and manage live streaming using OBS, AllStreamHub, Youtube Studio
- Troubleshoot hardware/software issues
- Troubleshoot audio and visual issues
- Install, maintain, and manage cables
- Conduct pre-service preparations, sound check, projections etc

## WORK EXPERIENCE

<b>IT Support Engineer</b>   Iprism Underwriting	June 2024 – Present
<ul style="list-style-type: none"><li>• Ensuring the successful roll out of new hardware and systems</li><li>• Troubleshooting Hardware/Software</li><li>• IT Hardware and Software Asset Management</li><li>• Creating and keeping all IT documentation up to date</li><li>• Performing Daily/Weekly/Monthly/Quarterly pre-defined system checks</li><li>• Creation, Deletion and Management of Users within Active Directory</li></ul>	

Thank you for your consideration.

- Logging and managing all requests and issues in Iprism helpdesk system in a timely fashion
- Ensure the business remains up to date and secure
- Maintaining the security, antivirus system and software licences
- Support all users on the network

**Maintenance Assistant** | Derwent FM

August 2019 – November 2023

- Assisted in the maintenance support of student accommodation housing over 400 students.
- Ensured timely resolution of maintenance requests within designated timeframes, contributing to the overall satisfaction of residents.
- Ensured effective management of inventory and provided insightful recommendations for supply procurement, optimising operational efficiency.
- Implemented a systematic approach to organising and prioritising workload utilising a ticketing system, enhancing productivity and task management.
- Supervised on-site contractors to ensure adherence to quality standards and timely completion of work, fostering a safe and conducive living environment for residents.
- Acted as a key point of contact during emergencies, promptly reporting to site and coordinating necessary actions to mitigate risks and ensure resident safety.
- Participated in regular training sessions and professional development opportunities to enhance technical skills and industry knowledge, contributing to personal growth and professional advancement.
- Assisted in the development and implementation of preventive maintenance programs, contributing to the longevity and efficiency of property assets.

**Internship** | Practical Accounting LTD

June 2019 – June 2019

- Established and maintained client databases to ensure accurate and up-to-date records.
- Utilised Excel to meticulously record and oversee various accounting tasks for clients, ensuring precision and compliance.
- Generated invoices and meticulously documented client transactions to facilitate streamlined financial operations.
- Assisted in the preparation of tax returns and other financial documentation, ensuring accuracy and adherence to regulatory requirements.
- Demonstrated commitment to confidentiality and professionalism in handling sensitive client information, upholding the firm's reputation for integrity and trustworthiness.
- Assisted in ad-hoc projects and tasks as assigned, demonstrating flexibility and adaptability in a dynamic work environment.

**Internship** | MJP Architects, London

March 2017 – March 2017

- Participated in on-site visits to various building sites to conduct surveys, gaining valuable hands-on experience in assessing architectural conditions and requirements.
- Demonstrated proficiency in utilising SketchUp software to meticulously design and construct detailed 3D computer models for floor plans.
- Engaged in collaborative discussions during meetings, contributing insights and perspectives on ongoing building projects.
- Communicated with architects and clients, demonstrating the ability to articulate ideas and comprehend project objectives, thereby fostering productive professional relationships within the architectural community.
- Assisted in conducting research and analysis pertinent to architectural design, demonstrating a commitment to continuous learning and development within the field.

**Prior Experience (Additional Information) Available Upon Request.**

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REFERENCES AVAILABLE UPON REQUEST

Thank you for your  
consideration.