



# Norbert Akonsi

**Senior Technical Support Engineer | IT Solutions Architect | Full Stack Developer**

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## Professional Profile

Versatile IT professional with 6+ years of experience delivering technical support, solution architecture, and full stack development across diverse industries. Skilled in designing and supporting secure, scalable systems in **cloud-native, hybrid, and on-premise environments**. Adept at incident resolution, infrastructure optimization, and client enablement. Recognized for strong ownership, analytical depth, and clear communication with both technical and non-technical stakeholders.

## Core Competencies

- Technical & Product Support (Tier 1–3)
- IT Solution Architecture & Systems Design
- Cloud Infrastructure (AWS, Azure, Google Cloud)
- Full Stack Application Development
- Server Administration (Linux & Windows)
- Database Design, Optimization & Operations
- Incident Management & Root Cause Analysis
- Client Training & Enablement
- Technical Documentation & Knowledge Management

## Professional Experience

**Senior Technical Support Engineer / IT Solutions Specialist**

*Ghana & Remote Engagements | 2017 – Present*

### Systems Implementation & Architecture

- Designed and deployed secure, scalable business systems across cloud and on-premise environments.

- Architected end-to-end solutions covering applications, databases, infrastructure, and integrations.
- Led readiness assessments, validation testing, and production go-lives.

### **Technical Support & Incident Resolution**

- Delivered Tier 1–3 support for mission-critical applications.
- Diagnosed and resolved complex infrastructure, performance, and functional issues.
- Managed upgrades, configuration changes, backups, and rollback procedures.
- Ensured uptime, data integrity, and user confidence across client environments.

### **Full Stack Development & Product Support**

- Built and maintained web and application systems across backends, frontends, APIs, and databases.
- Supported feature development, extensions, and integrations with product teams.

### **Database & Data Engineering**

- Administered relational and analytical databases (SQLite, MySQL, PostgreSQL, Amazon Redshift).
- Performed data modeling, migrations, and performance tuning.
- Ensured secure and efficient data handling for analytics and transactional workloads.

### **Client Training & Communication**

- Delivered onboarding and advanced training for technical and non-technical users.
- Acted as trusted advisor, simplifying complex system behavior into actionable guidance.

### **Documentation & Continuous Improvement**

- Authored technical manuals, release notes, and support documentation.
- Participated in QA cycles and validated new releases before rollout.
- Provided structured feedback to improve product reliability and user experience.

## **Technology Stack**

- **Cloud Platforms:** Comprehensive expertise across **AWS**, **Microsoft Azure**, and **Google Cloud**
- **Infrastructure & Servers:** Linux & Windows administration, hybrid and on-premise environments
- **Development:** Full stack web & application systems (frontend, backend, APIs)
- **Databases:** SQLite, MySQL, PostgreSQL, Amazon Redshift
- **Operations:** Incident & problem management, monitoring, logging, performance analysis
- **Support:** On-premise & remote client support, training, and enablement

# **Education & Professional Development**

## **Self-Trained IT Professional | Continuous Learning (2017 – Present)**

- Built expertise through real-world system implementation, production support, and software development projects.
- Ongoing self-education in cloud computing, server administration, full stack development, and database engineering.
- Strong discipline in mastering new technologies independently and applying them in live environments.

## **Professional Strengths**

- Advanced troubleshooting and analytical capability
- Strong ownership from implementation through production support
- Independent decision-making with sound technical judgment
- Rapid adaptability to new technologies and environments
- Clear communication with technical and non-technical stakeholders

**References available upon request**