

Eric Domah

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PROFESSIONAL SUMMARY

I am currently pursuing a degree in information systems engineering, possessing a robust foundation in software development, computer infrastructure management, and systems architecture. My professional experience encompasses the management of operational workflows across various settings, including practical roles as a laundry assistant, a computer technician, and an IT helpdesk assistant, thereby illustrating my adaptability, collaborative abilities, and problem-solving competencies. These diverse experiences effectively integrate technical proficiency with organizational requirements to facilitate the delivery of efficient and scalable solutions.

WORK EXPERIENCE

Hotel IT Officer 2024 to Present

Chamada Prestige Hotel, Caltakoy, Turkish Republic of North Cyprus

- Managed hotel IT systems, including front-desk software, POS, and guest services platforms, ensuring smooth and reliable operations across departments.
- Provided on-site technical support to staff, resolving hardware, software, and network issues quickly to minimize downtime and maintain productivity.
- Monitored and maintained network security, internet connectivity, and system performance to ensure a secure and efficient IT environment for guests and staff.
- Trained hotel employees on IT tools and procedures, improving digital literacy and reducing recurring technical issues.
- Collaborated with vendors and external IT teams to implement upgrades, troubleshoot complex issues, and support digital transformation initiatives.

Laundry Assistant

2023 Summer Job

Merit Park Hotel

Kervansaray Mevkii, Karaođlanođlu

- Streamlined laundry operations by organizing workflows and ensuring timely completion of tasks, showcasing operational efficiency and time management.
- Utilized industrial equipment effectively, drawing parallels to managing hardware systems in IT environments.

Computer Technician Consultant

2020 to Present

Go Anti Money Laundry Compliance Center Congo
Town, Monrovia, Liberia

- Assemble, install, configure, troubleshoot and test computers hardware components individually to ensure proper functionality
- Install and update software, including operating systems and whitelisted applications by ensuring systems are secure, efficient, and up-to-date
- Diagnose and resolve hardware and software issues to maintain smooth operations by troubleshooting internal system errors and repair technological equipment as needed
- Install and maintain computer networks, ensuring internet connectivity and network efficiency
- Repair or replace malfunctioning computer components, such as hard drives, motherboards, or peripherals
- Conduct routine maintenance to prevent potential hardware or software failures and Keep systems updated with the latest patches, drivers, and security protocols to avoid vulnerabilities

IT Helpdesk Assistant

2018 to 2019

National Adult Education Association of Liberia
Monrovia, Liberia

- Oversee and manage help desk operations, including setting service standards, procedures, and ensuring timely resolution of technical issues
- Build and train teams while fostering strong communication, leadership, and problem-solving skills to maintain high levels of customer service
- Address challenges such as enforcing service levels, managing staff turnover, and scaling operations to meet organizational demands

EDUCATION

Master of Science in Information Systems Engineering (Current)

2025 to Present

Near East University, Turkish Republic Of North Cyprus

- **Relevant coursework:** Systems Analysis, Database Management, IT Project Management, Artificial Intelligence and Cloud Computing, Computer Security
- **Academic focus:** Designing and implementing information systems to optimize business processes and enhance decision-making.

Bachelor of Science in Software Engineering

2021 to 2025

Rauf Denktas University, Lefkosia, Turkish Republic of North Cyprus

- **Key skills developed:** Software development, programming languages (Html and CSS, Python, C++), algorithms, and system architecture
- Capstone Project: Developed a Online Voting System and a web-based inventory management system using python, html and css, improving efficiency and proficiency

Professional Diploma in Computer Network Infrastructure Management 2018 to 2021

Bluecrest University College NIIT Openlabs, Monrovia, Liberia

Training in network design, configuration, and troubleshooting using tools like Cisco Packet Tracer and Wireshark.

Hands-on experience with LAN/WAN technologies, IP addressing, routing protocols, and Computer security frameworks Fundamentals.

High School Diploma

2018

Sr. Kathleen McGuire Memorial Catholic High School
Monrovia, Liberia

SKILLS

Technical Skills

- Hardware and Software Management
- Operating Systems and Computer Security
- Monitoring and Troubleshooting
- Cloud Computing and Advance Technologies
- Software Development Life Cycle
- Programming Languages (html, css, python and C++)
- Relational Database Management (SQL, MySQL)
- Problem Solving and Analytical Skills
- Microsoft Office Suite
- Windows Server Administration
- Data Entry
- Technical Research
- Ability to Learn and work with New Softwares

Soft Skills

- Communication
- Teamwork and Collaboration
- Project Management
- Adaptability
- Attention to detail
- Security and Compliance

- Analytical Thinking Analytical and Critical Self Motivation
- Public Speaking
- Stakeholder engagement and Client Relationship Management
- Innovation management Employee Engagement
- People and Culture Interpersonal Communication
- Employee Motivation and Performance Resource Allocation
- Time management abilities and Crisis communication
- Balanced Work Ethic Effective Communicator
- Sales Leadership Cultural Awareness
- Problem-solving aptitude interpersonal Skills

COMMUNITY SERVICE & VOLUNTEER WORK

Poll Officer. 2017 and 2021
National Election Commission of Liberia

REFERENCES

Gabriel W. BELLEPEA, MA, MSc, CAMS, CAMS-FCI, CAMS-AUDIT
Chief Executive Officer/Founder
GO-ANTI MONEY LAUNDERING COMPLIANCE CENTER (GOAMLCOC) Inc.
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