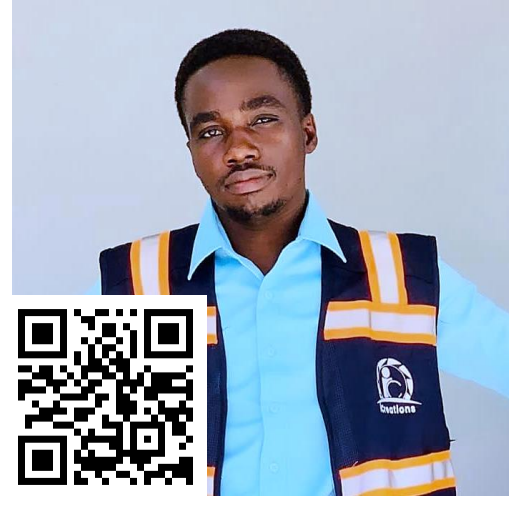


# CLEMENT MIHESO

Assistant Technical Manager – Online

<https://clementmiheso.online>



## Summary

Online Assistant Technical Manager with extensive experience in IT infrastructure, automation, and technical support. Skilled in deploying and maintaining IT systems, designing customer-centric solutions, and leveraging tools like RPA, Make and AI for process automation. Proficient in project management, system integration, and troubleshooting, with a strong focus on enhancing operational efficiency and customer satisfaction. . Familiar with betting odds, market strategies, promotions, and campaign management. Knowledge in IT security policies and best practices. Known for being innovative, adaptable, and results-driven.

## Contact

P.O. BOX 283, Abeka, Accra  
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[mihesoklem@gmail.com](mailto:mihesoklem@gmail.com)

## Career Objectives

I am seeking a position to utilize my skills and actively contribute to the organization's growth.

## Experience

Mybet Africa | Assistant Technical Manager  
October 2018 – Present

- Installed, maintained, and troubleshot IT infrastructure, including computer hardware, software, and networks for seamless operations.
- Provided second-level technical support for customer service teams, resolving issues related to bet settlement, payment processing, and odds explanation.
- Assisted in managing the customer support PBX phone system.
- Assisted in managing the bulk SMS campaigns to enhance customer outreach and operational efficiency.
- Managed communication with payment processors (Orchard and Hubtel) and vendors to resolve technical issues swiftly.
- Designed and implemented the **KYC system** for Mybet Africa's new web platform, streamlining customer onboarding processes.

## Skills

- Wordpress – Web Design
- Hands-on experience with AI tools for development.
- Automation Tools for business automations .
- API Integrations
- UI/UX Design Experience
- Docker management
- IP PBX System

- Configured and maintained the PBX communication system for customer support operations.
- Designed and deployed an automated birthday system, enhancing customer engagement and employee satisfaction.
- Played a key role in developing and deploying the V2 Android app for Mybet Africa, available on the Google Play Store.

## Squaremilehomes | IT Consultant (Part-time)

November 2023 - Present

- Redesigned and hosted the Squaremilehomes website, improving functionality and user experience.
- Implemented backend optimizations to enhance website performance and user engagement.
- Redesigned hidden website – subdomain to squaremilehomes
- Provided ongoing technical support to ensure uptime and security of the website.

## Personal Integrated Security | Head of IT & Control Room Supervisor

November 2023

- Planned, organized, and evaluated IT systems to ensure operational excellence.
- Secured company data and managed network access protocols to safeguard critical information.
- Configured and monitored cloud-based communication systems for operational supervisors.
- Oversee the daily operations of the control room.
- Reporting critical incidents to operations manager

## Traclogic and Telematics | Team Lead

July 2017 – April 2018

- Supervised IT staff and provided training on technical systems.
- Conducted troubleshooting for hardware and software issues to ensure minimal downtime.
- Generated innovative ideas to improve the functionality of technical products.

## Edern Security Services Ltd. | IT Support Personnel & Control Room Operator

August 2013 – October 2015

- Installed and programmed vehicle tracking devices and alarm systems.
- Provided IT support, including troubleshooting networking and software issues.
- Monitored critical systems through CCTV and ensured rapid incident response.
- Setup office network for internet connectivity ensuring seamless integration with existing systems and minimal downtime.

# Education

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- ❖ Bachelor of Science: **Information Technology** - 2023  
University Of Ghana
- ❖ Professional Certificate in **Software Engineering** - 2018  
IPMC College of Technology
- ❖ West African Senior School **Certificate Examination ( Business )** - 2013  
Klikor Senior High Technical School

# Certifications

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Google IT Support	Google	Completed
UI / UX Design	Google	Completed
Google Technical Support	Google	Completed
Mobile App Dev. Flutter	Udemy	In Progress
RPA Automations	Udemy	In Progress
AI Process Automations	Udemy	In Progress
Networking Fundamentals	Udemy	Completed

# Professional Achievements

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- ❖ Successfully developed an **automated birthday system** for employee and customer engagement, improving customer loyalty at Mybet Africa.
- ❖ Designed and deployed **Mybet Africa's Android App V2**, now operational on the Google Play Store.
- ❖ Designed and implemented the **KYC system** for Mybet Africa's web platform, enhancing customer onboarding processes.
- ❖ Configured and optimized a **PBX-based communication system** for online customer support teams.
- ❖ Redesigned and hosted the **Squaremilehomes website**, boosting digital presence and customer engagement.
- ❖ Played a key role in **Hubtel API integration** for ID verification and payment processes, streamlining transactional workflows.
- ❖ Configured and hosted **Uptime Kuma** and **Microsoft Clarity** for website monitoring, **Mautic** and **Google Analytics** for marketing campaigns, **GLPI** for assets management, and **Apache Guacamole** for remote access to computers or virtual machines using **Docker** and **Portainer**, enhancing system performance and service management.
- ❖ Migrated over **50 email accounts** from one service provider to another, ensuring no data loss and a seamless transition.
- ❖ Utilized **GitLab** for repository management and issue tracking, streamlining version control and collaborative development.
- ❖ Formatted and install updated windows OS on all customer support PCs

## Reference

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Upon request.

