

ISAAC LOVELACE YANNEY

IT SUPPORT | SERVICE DESK | TECHNICAL OPERATIONS

Berlin | isaac.yanney@web.de

[LinkedIn](#) | [GitHub](#) | [Portfolio](#)

PROFESSIONAL PROFILE

IT support candidate with practical training in service-desk operations, Windows 10/11, Microsoft 365, ServiceNow documentation and PowerShell, supported by more than five years of formal service experience. Brings structured troubleshooting, calm user communication and careful documentation, with evidence-backed labs and projects across networking, endpoint, identity and workplace-support workflows.

CORE EXPERTISE

SERVICE DESK

Incident triage, ServiceNow, onboarding/offboarding, escalation

WORKPLACE IT

Windows 10/11, Microsoft 365, imaging, peripherals, secure wiping

NETWORKING

TCP/IP, DNS/DHCP, Wi-Fi, VPN, gateway and TCP-path checks

SYSTEMS

PowerShell, Linux, Entra ID, Intune, AD DS, DNS and GPO labs

PROFESSIONAL EXPERIENCE

09/2020-03/2025 ● Educational Support Assistant

Lebenshilfe Berlin | Berlin | Formal employment

Supported clients and colleagues in a demanding service environment, coordinated priorities within a multidisciplinary team and maintained accurate digital records for sensitive matters.

09/2019-08/2020 ● Federal Voluntary Service

Lebenshilfe Berlin | Berlin | Federal voluntary service

Supported reliable daily operations and coordinated sensitive tasks closely with qualified professionals.

From 12/2016 ● Programs Coordinator

Impact Health and Disability International (iHAND) | Ghana

Supported administration, programmes, fundraising and community outreach; produced organised reports and coordinated activities with limited supervision. Reference dated 8 March 2019.

Ref. 04/2019 ● Field Officer

Agricultural and Rural Development Association (ARA) | Ghana

Supported Greater Accra and Central Region activities connected with Weltwaerts and medium-term voluntary-service programmes, including collaboration with iHAND.

2017/2018 ● Ghana National Service

University of Ghana, College of Health Sciences

Completed mandatory National Service in an administrative and operational environment.

WORKING APPROACH

USER SUPPORT

Calm explanations, patience and clear next steps.

OPERATIONS

Reliable follow-through and thoughtful prioritisation.

DOCUMENTATION

Accurate records and useful escalation context.

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GUIDED IT SUPPORT & ROLLOUT PRACTICE

Bakalorz IT Services

INTERMITTENT 2025-2026

Guided Practical Training and Skills Development

Completed guided practice in 1st- and 2nd-level support processes, incident triage, ServiceNow ticket documentation, onboarding and offboarding, hardware preparation, Windows imaging, secure data wiping, connectivity checks, user handover and structured escalation.

ACCURACY NOTE

Unpaid, intermittent guided practice - not employment, contracting, freelancing or client delivery.

SELECTED TECHNICAL WORK

IT Support Operations Toolkit

INDEPENDENT PROJECT

Read-only Windows, gateway, DNS and TCP-path diagnostics with JSON output and support runbooks. Supports repeatable evidence collection and clearer escalation.

Identity, Endpoint & Server Administration

TECHNICAL LAB

Entra ID, Intune, Conditional Access, AD DS, DNS, GPO, PowerShell and Pester workflows using synthetic data. Demonstrates controlled administrative change processes.

Workplace Collaboration & Meeting-Room Support

PRACTICE FRAMEWORK

Teams, Zoom, AV, USB and docking troubleshooting across power, signal, audio, camera, connectivity and platform status. Supports rapid fault-domain isolation and traceable handover.

Confidence-Aware Visual Inspection

INDEPENDENT PROJECT

PyTorch CNN with FastAPI, Docker, held-out evaluation and explicit confidence handling. Demonstrates reproducible engineering and validation discipline.

EDUCATION & CREDENTIALS

2017

- **B.Sc. Physics (Computing), Second Class Honours**

Kwame Nkrumah University of Science and Technology, Ghana | Awarded 1 June 2017

2020

- **ZAB Zeugnisbewertung**

German bachelor-level university equivalence | 10 June 2020

2026

- **Google IT Support Professional Certificate**

Google / Coursera | Completed 4 September 2026

2025-2026

- **AI Engineering and Computer Vision**

IU Akademie | 19 August 2025-18 February 2026

PROFESSIONAL STATUS

AVAILABLE

Immediately

LANGUAGES

English: Native | German: B2

WORK STATUS

Eligible to work in Germany; no sponsorship required