Isaac Ampomah
2765 Jester Lane • Columbus, OH 43231
614-816-3360 | Isaacampomah192@gmail.com

Professional Summary

Reliable and technically skilled Data Center Technician with hands-on experience in supporting critical IT infrastructure, hardware maintenance, network equipment handling, and data center operations. Adept at racking and stacking servers, monitoring systems, managing cabling, and responding to technical incidents. Demonstrates strong problem-solving skills, attention to detail, and the ability to work effectively in high-demand environments requiring uptime, security, and precision.

Core Competencies

- Data Center Operations & Support
- Server Deployment & Decommissioning
- Network Equipment Installation
- Hardware Troubleshooting & Diagnostics
- Fiber & Copper Cabling Management
- Rack & Stack Procedures
- Infrastructure Monitoring Tools
- Equipment Inventory Management
- Environmental & Security Compliance
- Ticketing Systems & Documentation

Professional Experience

Data Center Technician

Southeast Healthcare – Columbus, OH
January 2023 – Present

- Provide physical support for servers, routers, switches, and UPS systems in secure data center environments.
- Perform racking, cabling (Cat6/Fiber), and routine inspection of data center hardware.
- Monitor facility environmental conditions including temperature and humidity using DCIM tools.
- Assist in diagnosing and replacing faulty hardware components in coordination with vendors and IT staff.
- Follow standard operating procedures for incident response and scheduled maintenance tasks.

Data Center Operations Support (Contract)

Epiq – Dublin, OH
February 2020 – January 2023

- Supported hardware lifecycle management including imaging, asset tagging, and equipment installation.
- Tracked inventory and ensured accurate documentation of rack elevations and asset locations.
- Assisted with patch panel connections and network cable runs to support deployment changes.
- Escalated complex hardware issues and coordinated with remote teams for resolution.

Technical Support / Infrastructure Analyst

Sedgwick CMS – Columbus, OH
January 2019 – 2020

- Provided remote and on-site technical assistance for hardware and application-related issues.
- Participated in troubleshooting physical layer connectivity and system diagnostics.
- Collaborated with IT infrastructure teams to maintain up-time and implement equipment upgrades.

Education

Bachelor of Arts (First Class Honors), Communication Studies

University of Ghana, 2015