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Summary

Detail-oriented IT professional with 3+ years of experience in system administration, technical support, and data management. Proven ability to leverage cloud computing (AWS) and security best practices to enhance operational efficiency. A strong mentor and collaborator, committed to delivering reliable technology solutions and supporting organizational goals.

Education

Bachelor of Science in Information Technology
Starz University, Monrovia, Liberia (Senior Student)

High School Diploma & LSHSCE
Salayea Central High School
Salayea City, Lofa County (2016)

Certifications

- AWS Certified Solution Architect Associate
- AWS Certified Cloud Practitioner
- AI Career Essential, ALX Africa
- Social & Behavioral Research - Basic/Refresher, CITI Program
- Professional Development, ALX Africa
- Cybersecurity, Elevation Institute of Technology, Monrovia
- Networking Essentials, Cisco Networking Academy
- Advanced WordPress Development, Udemy
- Certificate of Completion (GIS), Liberia Digital Transformation Project
- Database Management, DataCamp
- Computer Hardware Repair, Cisco Networking Academy

Work Experience

Part-Time Help Desk Support Technician
River Cess County Local Government Office | River Cess County, Liberia
August 2024 – December 2025

- Serve as the main point of contact for all IT support requests from key staff, including the Superintendent and County Development Officer.
- Troubleshoot and resolve hardware and software issues on computers, printers, and other office equipment.
- Install, configure, and update software applications and operating systems for users.
- Provide user guidance on the proper use of technology and Microsoft Office Suite.
- Assist with maintaining the security and reliability of the office's computer network.

Enumerator

Research and Innovations Hub (RIH)
August 2025 - December 2025

- Managed the end-to-end data collection process for a social impact study, from identifying and tracking eligible respondents to conducting in-person interviews.
- Executed research protocols with precision, ensuring the integrity and accuracy of collected data for the Social Cash Transfer program.
- Upheld the highest standards of confidentiality and data protection, safeguarding sensitive respondent information in compliance with ethical research practices.

IT Assistant Volunteer

Foundation for Research, Education & Empowerment (FREE) Liberia

March 2024 - October 2024

- Mentored 10+ and project participants in tech basics, boosting digital literacy.
- Streamlined the online application processing system, improving data collection efficiency by an estimated 30%
- Developed and managed the organization's WordPress website, providing ongoing technical support and troubleshooting.

Electoral Supervisor

Liberia National Elections Commission, Rivercess County

February 2023 - November 2023

- Supervised the biometric voter registration process for a district of 10,000+ citizens, ensuring data accuracy and integrity.
- Trained and managed a team of 45 registration staff on the proper use of Biometric Voter Registration (BVR) kits and strict compliance protocols.

Enumerator

Liberia Institute of Statistics and Geo-Information Services (LISGIS)

October 24 to November 7, 2022

- Collected critical demographic and geospatial data through field surveys and interviews, adhering to strict national protocols.
- Applied GIS and data analytics skills to verify information, ensuring high data integrity for national policymaking.
- Built rapport with communities in hard-to-reach areas, ensuring reliable data representation and fostering trust.

Data Clerk

MCC/NPHIL, Monrovia

March 2020 - September 2020

- Supported COVID-19 data management, ensuring error-free reporting for over 5,000 records.

Skills

Technical Skills: System Administration, Security Research, WordPress Development, Database Management, Hardware Repair, GenAI and Data Strategy, Cloud Computing (AWS), Microsoft Office Suite, Windows and Windows Server, Linux System, Cisco Networking, Microsoft SQL Server, KoboToolBox

Soft Skills: Leadership, Problem-Solving, Time Management, Communication, Collaboration, Dependability, Flexibility, Active Listening

References

Mr. Isaac Williams
Election Magistrate, Rivercess County
Phone: 0777457315

Mrs. Estella A. Logan
County Development Officer, Rivercess County
Phone: 0886510279 / 0776510279