

DENNIS ESSUMAN-QUANSAH

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CAPABILITY STATEMENT

I am a result-oriented versatile and resourceful individual with experience in computer security, configuration and troubleshooting of computer systems and applications, and front-end development of web applications.

I am keen to learn and always ready to take up new challenges. Seeking a challenging career with a progressive organization that provides an opportunity to utilize my strengths and intrinsically help me achieve greater practical excellence and become a professional of excellent repute by effectively contributing towards the goal of the organization.

EDUCATION AND QUALIFICATIONS

UNIVERSITY OF GHANA, Legon

BSc. Computer Engineering

November 2017-October 2021

Academic Standing: Second Class (Upper Division)

CGPA: 3.59

PRESBYTERIAN BOYS' SENIOR HIGH SCHOOL, Legon

General Science, WASSCE 2017

September 2014 -May 2017

WORK EXPERIENCE

MODEC Production Services JV Ghana Limited.
(Application Support Administrator, IT Department)

December 2022- Present

- ***Responsibilities and Job Roles***

- ✓ Active Directory (AD) administration, including managing user accounts, security groups, and organizational units (OUs), as well as implementing and enforcing group policies for enhanced security and compliance.
- ✓ Managing Cisco Unified Phone Manager, ensuring seamless communication and collaboration across the organization, including call routing, voicemail setup, and user administration.
- ✓ Managing email accounts, distribution lists, and mailbox permissions, ensuring smooth email communication and efficient collaboration within the organization using Exchange Admin Center.
- ✓ Providing user access management, enforcing security policies, and facilitating user provisioning and deprovisioning processes using Microsoft Entra.
- ✓ Citrix administration, including managing virtual desktop infrastructure (VDI), application delivery, and user access, ensuring secure and efficient remote access to applications and desktops.
- ✓ Utilizing Maximo for asset and maintenance management, overseeing equipment maintenance schedules and work order management.
- ✓ Managing print servers, ensuring reliable printing services, managing print queues, and troubleshooting print-related issues for seamless printing operations.
- ✓ Application portfolio management, overseeing the lifecycle of applications, conducting assessments, aligning applications with business goals, and optimizing the application portfolio for improved efficiency and cost-effectiveness.
- ✓ SharePoint administration, including managing document libraries, site permissions, and collaboration features, facilitating effective document management and team collaboration.
- ✓ Using Power BI to design and develop interactive dashboards and reports, performing data analysis and visualization to drive data-driven decision-making across the organization.
- ✓ Managing and administering the PaperCut print management software, effectively implementing cost control measures. Troubleshooting print-related issues and providing comprehensive technical support to end-users, ensuring a seamless and efficient printing experience.
- ✓ Utilizing the Cisco Sponsor Portal to manage guest access and sponsor users within the Cisco network infrastructure. Granting and revoking access privileges, managing guest accounts through the Cisco Sponsor Portal.
- ✓ Troubleshooting and resolving issues related to guest access and sponsor user management using Cisco Sponsor portal.

- ✓ Okta administration, including user management, access control, troubleshooting Okta-related issues, and ensuring secure and seamless user access to applications and resources.
- ✓ Utilizing Netpresenter to managing content, scheduling broadcasts, and analyzing engagement metrics to optimize communication effectiveness within the organization. Creating and delivering dynamic digital signage, corporate communication messages, and emergency alerts through the Netpresenter platform.
- ✓ Leveraging Power Automate (formerly Microsoft Flow) to automate workflows and streamline business processes. Designing and implementing automated workflows, integrating various applications and services for seamless data flow and task automation.
- ✓ Microsoft Intune administration, including managing device enrollment, configuration, and compliance, ensuring adherence to security policies and industry best practices. Streamlined app distribution, updates, and monitoring processes while troubleshooting technical issues and providing prompt end-user support.

MODEC Production Services JV Ghana Limited.

IT Support Technician, IT Department

October 2021- November 2022

- ***Responsibilities and Job Roles***

- ✓ Kanepi administration, including managing user accounts, modules approval, configuring actions and troubleshooting.
- ✓ Designing and configuring workflows, creating automated approval processes, and tracking progress through notifications and task management using Kissflow.
- ✓ Using Kissflow to generate reports and analytics, providing insights into process performance and identifying areas for improvement.
- ✓ ServiceNow administration, including handling incident management, request fulfillment, and problem management processes, ensuring timely resolution of issues and efficient service delivery to end-users.
- ✓ Resolving end-user issues on hardware.

HackerBro Technologies -Internship (Remote)
(RED Team Engineer, Cybersecurity Team)

July 2023- September 2023

- ***Responsibilities and Job Roles:***

- ✓ Gaining a comprehensive understanding of Red Team fundamentals and its significance in cybersecurity using TryHackMe online platform.
- ✓ Developing a foundational understanding of penetration testing and its essential components using TryHackMe online platform.
- ✓ Developing practical skills in conducting Red Team engagements and assessing an organization's security posture.
- ✓ Using DNS, advanced searching, Recon-ng, and Maltego to collect information about a target using TryHackMe online platform.

- ✓ Mastering the basics of Active Directory enumeration and exploitation in a Windows environment.
- ✓ Testing for, exploiting, and mitigating the Log4Shell attack within Log4j.
- ✓ Exploring the common ways to bypass a security feature available to Windows systems known as User Account Control (UAC)
- ✓ Exploring the breakdown of the OWASP topic and its details on the vulnerabilities, how they occur, and how you can exploit them.

TechnoHacks EduTech Official -Internship (Remote)
(Cybersecurity and Ethical Hacking, Cybersecurity Team)

July 2023- August 2023

• ***Responsibilities and Job Roles:***

- ✓ Using Maltego GUI based tool to gather information about a given target site on Kali Linux.
- ✓ Using the Wireshark packet analyzer tool to find ID and password of HTTP websites on Kali Linux.
- ✓ Using the Nmap tool to scan a network for open ports and vulnerable services from a given target site on Kali Linux.
- ✓ Using John the Ripper tool to crack passwords on Kali Linux.
- ✓ Exploring the use of the Burp Suite tool on a target site on Kali Linux
- ✓ Creating a password policy that enforces strong and unique passwords.

HackerBro Technologies -Internship (Remote)
(Cybersecurity Analyst, Cybersecurity Team)

June 2023- August 2023

• ***Responsibilities and Job Roles:***

- ✓ Understanding the fundamentals of breach attack simulation which is designed to enhance understanding of proactive security testing.
- ✓ Understanding the core concepts, processes, and artifacts underpinning the practice of Purple Teaming.
- ✓ Understanding the MITRE ATT&CK Framework and how to apply it operationally using tools such as MITRE ATT&CK Navigator and MITRE CAR
- ✓ Using TryHackMe online platform to enhance practical skills in the following cybersecurity domains:
 1. Google Dorking
 2. Pentesting
 3. Vulnerability
 4. RED Team fundamentals
 5. Phishing Analysis
 6. Phishing Emails
 7. Cyber Defense Framework

- ***Responsibilities and Job Roles:***

- ✓ Ensured the development of Master and Client Device Registration Systems.
- ✓ Assisted in the development of the Master and Client Device Verification System.
- ✓ Ensured the successful development of the Geolocation Database System (GDB).
- ✓ Troubleshooting of the Master and Client Device Registration and Verification Systems.
- ✓ Assisted in the successful deployment of the system for testing.

- ***Responsibilities and Job Roles***

- ✓ Assisting in asset management for hardware devices.
- ✓ Ensured an up-to-date desktop security update for hardware devices.
- ✓ Provided IT End User Support.

PROFICIENCIES & QUALITIES

- Good Team Player.
- Adept knowledge in Java FX, PHP, HTML, jQuery, Ajax, and Bootstrap.
- Excellent knowledge in Information Security, Computer Networks and Web Development.
- Microsoft Office Suites, G-Suites, and Power Bi.
- Excellent interpersonal, report writing, communication skills, and project documentation.
- Analytical and dynamic to suit the diverse situation.
- Self-motivated and able to remain calm and focused under pressure.
- Always willing to learn new ideas, skills, and solve problems.

PROFESSIONAL TRAINING

- **Certified in Google Cybersecurity** training by Coursera.
- **Certified in Cybersecurity** training by ISC2.
- **Certified AppSec Practitioner (CAP)** training by The SecOps Group
- **ISO/IEC 20000 IT Service Management Associate** training by SkillFront
- **ISO/IEC 27001 Information Security Associate** training by SkillFront
- **Certified Network Security Specialist (CNSS)** training by International Cybersecurity Institute (ICSI)
- **Oracle Cloud Infrastructure Foundations 2021 Certified Associate** training by Oracle
- **Oracle Cloud Infrastructure 2021 Certified Cloud Operations Associate** training by Oracle
- **Oracle Autonomous Database Cloud 2021 Certified Specialist** training by Oracle
- **Oracle Cloud Infrastructure Security 2021 Certified Associate** training by Oracle
- **Oracle Cloud Platform Identity and Security Management 2021 Certified Specialist** training by Oracle

CERTIFICATIONS

- **Certified in Google Cybersecurity (Coursera), 2023.**
- **Certified in Cybersecurity (ISC2), 2023.**
- **Certified AppSec Practitioner (CAP), 2023.**
- **ISO/IEC 20000 IT Service Management Associate (SkillFront), 2023.**
- **ISO/IEC 27001 Information Security Associate (SkillFront), 2022.**
- **Oracle Cloud Infrastructure Foundations 2021 Certified Associate.**
- **Oracle Cloud Infrastructure 2021 Certified Cloud Operations Associate.**
- **Oracle Autonomous Database Cloud 2021 Certified Specialist.**
- **Oracle Cloud Infrastructure Security 2021 Certified Associate.**
- **Oracle Cloud Platform Identity and Security Management 2021 Certified Specialist.**
- **Certified Network Security Specialist (CNSS), 2020.**

REFERENCES

- Mr. Alan E. Kerr-Yawson
Cluster 1 IT Manager.
GHACEM Limited.
alan.kerr@heidelbergcement.com

- Mr. Frederick Abban
Director of IT.
Youth Employment Agency
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