

# JAMES ACKAH-BLAY

System Administrator | DevOps Engineer | IT Support

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## SUMMARY

IT professional with over 3+ years of experience in system administration and DevOps, specialising in automation, Infrastructure as Code (IaC), and CI/CD pipeline development. Proficient in AWS, Python scripting, and tools such as Terraform, Jenkins, and Maven.

Proven track record of optimising workflows and deploying scalable, cloud-based infrastructure. Committed to driving operational efficiency and eager to apply skills in dynamic DevOps environments while continuing to grow in cloud automation and infrastructure management.

## CORE SKILLS

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|--|---|---|
| <ul style="list-style-type: none"><li>• Cloud Infrastructure</li><li>• DevOps Automation</li></ul> | <ul style="list-style-type: none"><li>• Continuous Learning</li><li>• Problem-Solving</li><li>• Git</li><li>• Jenkins</li></ul> | <ul style="list-style-type: none"><li>• Maven</li><li>• Terraform</li><li>• AWS</li><li>• SonarQube</li></ul> |
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## PROFESSIONAL EXPERIENCE

### Kolonos BV

Jan 2022 – Present

#### System Administrator

- Reduced system downtime by 65% through preventive maintenance.
- Implemented backup solution that recovered critical data after a power surge incident.
- Trained 12 teachers on basic IT troubleshooting, reducing support tickets by 30%
- Set up a computer lab with 25 workstations within limited budget constraints

### Exlearn Technologies, Remote

Oct 2024 – Dec 2024

#### DevOps Intern

- Reduced deployment time by 75% through automation
- Created infrastructure as code templates now used across the organisation
- Implemented monitoring that identified and prevented 3 major outages
- Documented the entire DevOps process for future team members

### Charlotte Dolphyne Technical Institute, Takoradi

Apr 2023 – Sept 2023

#### Instructor

- Taught Web Design and C++ Programming to over 80 students aged 16–20, achieving a 92% course completion rate.
- Developed and delivered 20+ hands-on lessons, increasing student engagement and practical understanding by 35%, based on feedback and performance assessments.
- Configured and maintained 30+ classroom computers and network devices, reducing technical disruptions by over 40% during class hours.
- Evaluated 80+ assignments and 15 final projects, providing detailed feedback that helped 75% of students improve their scores by at least one grade level.

## EDUCATION

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**Ghana Communication Technology University, Accra, Ghana**  
Bsc Information Technology

**Sept 2019– Oct 2023**

**Institute of Commercial Management (ICM), UK**  
Advanced Diploma in Accounting and Finance

**Sept 2009 –Dec 2012**

## CERTIFICATIONS & OTHER

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- AWS Certified Cloud Practitioner (Amalitech)
- IBM Certificate in Cloud Computing
- Google Certificate in IT Support
- Google Data Analytics Professional Certificate

## INTERESTS

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- **DevOps Tools:** Jenkins, Maven, Terraform
- **Cloud Platforms:** AWS (EC2, S3, IAM, CloudFormation)
- **Programming & Scripting:** Python, Bash
- **Infrastructure as Code (IaC):** Terraform
- **CI/CD Pipelines:** Jenkins, GitHub Actions
- **Operating Systems:** Linux, Windows, macOS
- **Networking:** LAN/WAN, VPN, DNS, DHCP
- Strong Communication and Collaboration
- Problem-Solving and Critical Thinking
- Teamwork and Leadership
- Attention to Detail and Analytical Thinking

**REFERENCES ARE KINDLY AVAILABLE ON REQUEST**