

Sadisu Hassan

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[Portfolio Website](#)

Professional Summary

I am a dynamic IT professional with over 15 years of experience in computer systems support, network engineering, smartphone and general ICT technologies. Skilled in front-end web development, network infrastructure management, and hardware troubleshooting. Passionate about continuous learning and improvement.

Technical Skills

Web Development:

- HTML, CSS, JavaScript
- Git, GitHub
- React.js
- Responsive Web Design technologies

Network Engineering:

- Wired & Wireless Network Configuration
- Network Troubleshooting
- Infrastructure Planning & Design
- Fiber Optic Builds
- Cisco Network Support

IT Support:

- Computer Hardware Support and Troubleshooting
 - Operating Systems administration: Windows, Linux, MacOS, Android, iOS
 - Cybersecurity Technologies
 - Software Testing and Deployment
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Work Experience

IT Manager/Software product owner/Business Strategist

Hexagram Limited, Accra, Ghana

December 2019 – July 2023

- Managed software development agile teams, increasing team productivity by over 25%.
- Setup office IP Network and IT infrastructure and provided IT support to staff.
- Coordinated cross-functional teams to build and deploy tech projects.
- Conducted software user acceptance (UAT) testing and user feedback analysis to enhance product features.
- Defined business strategies and project scopes with functional teams.

Network Support Engineer/OSP Project Supervisor

Tech Centrum Limited, Accra, Ghana

September 2015 – December 2020

- Provided support for network devices such as routers, switches, and access points.
- Supervised fiber optic builds and network infrastructure projects.
- Managed hosted website, email domains and cPanel platforms for clients.
- Helped set up a data center for the Accra metro fibre ring network project.

Technical Support Consultant

iBurst Africa Ghana Limited, Accra, Ghana

March 2012 – September 2015

- Delivered Level 2/3 technical support to clients, reducing complaints significantly.
- Diagnosed hardware, software, and network issues, providing quick resolutions.
- Conducted on-site technical support and installations.
- Out-of-the-box efforts led to a 30% increase in the ISP's concurrent network users.

Information Technology Officer

Tech-Aide Limited (NGO), Winneba, Ghana

January 2011 – January 2012

- Managed LAN/WAN infrastructure and a community ISP network.
- Responded promptly to technical issues, ensuring network stability.
- Design and installation of school computer labs under UNICEF programmes.

Computer Systems/Network Administrator & Staff Manager

Brandon Internet Communications, Accra, Ghana

August 2005 – November 2009

- Designed, set up and repaired computer systems and company network.
 - Managed staff and supervised company expansion projects.
 - Established new branches and network infrastructure.
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Education & Certifications

Google IT Support Professional Certificate

Coursera, Online

October 2023

Frontend Engineer Certification

Codecademy, Online

2024

- HTML, CSS, JavaScript, React, Git

Bachelor of Arts in Communication Studies

Pentecost University, Accra, Ghana

December 2018

- First Class Honors
- Focus: Technology Journalism, Public Relations, and Business Communication

Cisco Certified Network Associate (CCNA) Certification Course

Advanced Information Technology Institute (AITI), Accra, Ghana

August 2010

|| Network Design || Switching || Routing || Network Security || Network Protocols

Computer Hardware repairs & Networking Diploma

Vision One Systems ICT Centre, Accra, Ghana

April 2005
