

# Emmanuel Dotse Azilafu

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## ABOUT MYSELF

Dedicated IT Officer with over four (4) years proven expertise in IT infrastructure management, developer coordination, and cloud services across diverse sectors including healthcare, sanitation, and education. Proficient in bridging technical and non-technical communication, ensuring clear understanding between stakeholders, managers, and end-users. Skilled in managing IT resources efficiently, implementing cost-saving initiatives, and training staff to maximize productivity and security. Experienced in AWS administration, Google Workspace optimization, and CCTV installation, with a focus on enhancing operational performance and security. Adept at project coordination, website development, and developing training platforms. Consistently recognized for meticulous documentation and successful integration of innovative technologies to support organizational goals and optimize IT costs.

## WORK EXPERIENCE

02/03/2024 – CURRENT Kumasi, Ghana  
**INFORMATION TECHNOLOGY MANAGER** CLEAN TEAM GHANA LIMITED

- Efficiently manage the procurement of IT devices and ensure staff are trained on proper usage, security protocols, and handling to extend device lifespan and reduce maintenance costs.
- Deployed network systems like Starlink as primary internet solutions, integrating security systems and backup power to supplement existing network infrastructure.
- Implemented network backup solutions and introduced Ubiquiti access points to support seamless connectivity for devices across hybrid and remote work settings, minimizing disruptions during a major internet downtime.
- Remote & Access Management: Use tools like AnyDesk, Windows Server, Active Directory, and IP address management to facilitate remote support and secure network access for users.
- Oversee developers, coordinating and regulating communications, meetings, and project progress to streamline workflows and enhance collaboration.
- Administer AWS services, optimizing for cost-efficiency and performance, and supporting application management for company operations.
- Implemented strategic use of email aliases, reducing expenses by approximately \$1000 annually. Oversee Google Workspace administration to streamline company communications.
- Personally installed and manage CCTV systems to enhance workplace security and surveillance capabilities.
- Rebuilt and refreshed the company's website to improve user experience and brand alignment. Ensure ongoing maintenance and updates.
- Collaborated with team members to create an educational platform on Google Sites, designed for training staff in best practices and compliance.
- Developed and maintained detailed IT documentation to ensure consistency and clarity across IT operations and policies.
- Actively sought ways to optimize AWS services, achieving significant cost savings and enhancing resource allocation efficiency.

02/01/2022 – 02/03/2024 Kumasi, Ghana  
**IT OFFICER** RUMA FERTILITY AND SPECIALIST HOSPITAL

- Implemented and managed security measures for the server and sensitive healthcare data, maintaining compliance with privacy regulations and safeguarding patient information.
- Managed and administered the server responsible for hosting critical systems, including the hospital management system, and accounting software, ensuring their optimal performance, availability, and data integrity.
- Conducted regular maintenance, troubleshooting, and upgrades for the server, guaranteeing its reliability and seamless operation for hospital staff.
- Ensured the functionality and reliability of fire suppression and detection systems within the data center, prioritizing the safety of equipment and personnel.
- Conducted regular inspections, tests, and maintenance to comply with fire safety standards.
- Proficiently managed and maintained data center servers, ensuring their optimal performance, availability, and reliability.
- Conducted regular system updates, patches, and security enhancements to safeguard critical data and services.

- Assumed responsibility for the documentation and proper functioning of the security systems, server configurations, and software licenses, ensuring organized and efficient record-keeping.
- Facilitated training sessions for hospital staff on the use of hospital management systems and provided technical support for any related issues, fostering a safe and secure working environment.
- Installed and configured software and hardware components, including printers and network cards, to ensure optimal system functionality.
- Acted as a vital link between end users and higher-level support, facilitating effective communication.
- Monitored system and network performance meticulously, orchestrating routine maintenance activities such as backups.
- Maintained meticulous hardware and software inventories, ensuring accurate documentation and responsible disposal practices.
- Continuously researched and implemented innovative technologies and best practices to enhance the efficiency of IT systems and operations.
- Regularly generated detailed reports and meticulously documented IT procedures, ensuring transparency and accountability in system management.
- Effectively oversaw and maintained the hospital's security systems, including CCTV cameras, to ensure the safety and security of the premises.
- Assisted in setting up and supervising the installation of medical devices, including ultrasound machines.
- Worked closely with the research department to assist doctors in conducting research projects.
- Collaborated with external stakeholders to train staff on new health equipment, such as treadmills.
- Provided first-aid troubleshooting for theater computers, ensuring functionality until specialists intervened.
- Inspected and maintained procured medical equipment to ensure functionality and readiness.

02/10/2021 – 21/12/2021 Remote, Ghana

#### **WEB DEVELOPER** ONYINTECH LIMITED

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- Developed, tested, and implemented new software programs using ReactJS.
- Communicated with management and technical support colleagues as the acting project lead.
- Collaborated with regulatory bodies and internal teams to conduct audits and maintain compliance.
- Contributed to technical specifications and plans.
- Assisted with system administration, problem-solving, and database management.

07/08/2020 – 21/08/2021 Kumasi, Ghana

#### **TECHNICAL SUPPORT** FACULTY OF ALLIED HEALTH SCIENCE, KNUST

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- Ensured the smooth operation of computer systems for maximum user benefit.
- Responded promptly to call-outs.
- Contributed to technical specifications and plans.
- Installed and configured computer hardware, operating systems, and applications.

Kumasi, Ghana

#### **ICT CONSULTANT** OCELOT CHEMTECH

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- Built and managed a high-performing website to increase traffic and sales.
- Developed MS Excel automated Macros for generating invoices.
- Conducted printer troubleshooting and other IT-related tasks.

## ● **VOLUNTEERING**

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03/05/2018 – 14/08/2018 Kumasi

#### **IT Support Assistant**

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- Followed diagrams and written instructions to repair a fault or set up a system.
- Conducted electrical safety checks on computer equipment.
- Installed and configured computer hardware operating systems and applications.
- Consistently prepared reports and diligently documented IT processes, contributing to organized and transparent system management.

## ● **EDUCATION AND TRAINING**

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09/08/2016 – 01/11/2020 Kumasi, Ghana

#### **BSC. COMPUTER SCIENCE** Kwame Nkrumah University of Science and Technology

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Website <https://www.knust.edu.gh/>

01/10/2020 – 01/12/2022 Ghana

## TECHNICAL SUPPORT FUNDAMENTALS Google

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Website <https://coursera.org/verify/9F3ELV5MR3Q8>

01/08/2022 – 01/10/2022

## THE BITS AND BYTES OF COMPUTER NETWORKING Google

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Website <https://coursera.org/verify/7VWBQ9HVLJ29>

01/03/2023 – 01/03/2023 Ghana

## OPERATING SYSTEMS AND YOU: BECOMING A POWER USER Google

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Website <https://coursera.org/verify/V8FU6MLTT7Q4>

## PROJECTS

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04/05/2024 – CURRENT

### Building and Reengineering a Customer Relation Management System

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27/08/2024 – 11/09/2024

### A Simple Travel and Tour Website With Booking System

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Link [www.incentivetravelgh.com](http://www.incentivetravelgh.com)

02/03/2024 – 06/07/2024

### A Website with Blog Posts, Events and Job Postings

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Link [www.cleanteamtoilets.com](http://www.cleanteamtoilets.com)

07/07/2018 – 14/08/2018

### Network Deployment and Documentation

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- Part of a team that deployed a university network using PacketFence, documenting the procedure for team use.
- Deployed network systems like Starlink as primary internet solutions, integrating security systems and backup power to supplement existing network infrastructure.

01/09/2020 – 01/09/2021

### Research Assistance

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- Assisted lecturers with research during national service, gaining proficiency in tools like reference managers, online research libraries, and research best practices.
- Worked closely with the research department to assist doctors in conducting research projects.

01/01/2022 – 02/03/2024

### Assisted in setting up and supervising the installation of medical devices, including ultrasound machines.

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## DIGITAL SKILLS

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### Operating Systems

Android (OS) | UNIX systems (Linux, macOS) | windows management | Operating Systems - Windows, MacOS, Android, IOS

### Web Development

Enterprise-Resource-Planning-Software (ERP) | React Frame Work | HTML, CMS (Wordpress), Javascript | Managing Databases (MySQL)

### Source Control

Version Control System (Git) | Version Control Systems (Git, Bitbucket)

## **Software and Hardware Troubleshooting**

Software and Hardware Expertise

## **Networking**

Network System Design | Network Maintenance and Troubleshooting

## **Systems Administration**

User Account Management | Google Workspace (Google Drive, Google Sheets, Google Calendar, Google Slides, Google Docs) | Amazon Web Services | Remote administration (RDP, Team Weaver, AnyDesk) | Set up AWS , GCP , Digital Ocean environments

## **Research**

Fundamental of Artificial Intelligence | Plagiarism checking (iThenticate, StrikePlagiarism, Grammarly) | Reference management software (Zotero, EndNote)