Isaac Kwame Essien Obeng

Data & AI Professional | Tech-Savvy Researcher | MSc Information Systems
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Professional Summary

Data & AI enthusiast with 7+ years of IT support and academic research experience, recently completed an MSc in Information Systems (awaiting graduation). Skilled in Python, R, SQL, data visualization, and foundational ML/NLP. Adept at solving technical problems, managing projects, and conducting ethical audits of emerging AI systems. Passionate about translating research into scalable, human-centric technologies.

Key Skills

- **Programming & Tools:** Python, R, SQL, Streamlit, Django, Git

- **Data & AI:** Data Visualization, Machine Learning Foundations, LLM, NLP
- **AI Ethics & Auditing:** Responsible AI, Information Ethics, Compliance Awareness
- **Project & Research:** IT Project Management, Quantitative Research, Agile/Waterfall
- **Support & Operations:** CRM Systems, Network Troubleshooting, Technical Support

Professional Experience

AT&T Global Network Services | Staff Associate – Workforce & Technical Support
Brno, Czechia | Aug 2016 – Aug 2024

- Provided Tier-1 tech support (Internet, VoIP, TV) to US customers, achieving a 90%+ resolution rate.
- Managed scheduling, attendance tracking, and staffing compliance for 600+ personnel.
- Implemented data-driven approaches to reduce absenteeism and improve service response.
- Tools: Nice IEX, SharePoint, CRM systems, ticketing platforms.

Mendel University in Brno | Technical Research Support
Brno, Czechia | Mar 2017 – Jan 2018

- Assisted faculty with academic research and data analysis using STATA and Excel.
- Supported publication of peer-reviewed journal articles in business and economics.

WIFO – Austrian Institute of Economic Research | Visiting Researcher
Vienna, Austria | Oct 2017 – Dec 2017

- Conducted policy-relevant research using econometric tools and data science techniques.
- Presented and review findings on economic indicators.

Regent University College | Lecturer & Head of Marketing
Accra, Ghana | Oct 2013 – Jan 2016

- Led department strategy and teaching for marketing and consumer behaviour.
- Supervised student dissertations with 100% pass rate and integrated digital tools in learning.

Education

University College Dublin
MSc, Information Systems-Completed: awaiting graduation (2024–2025)
Focus: Data Analytics, IT Governance, Project Management, Digital Transformation
Capstone Project: AI-powered Dashboard for EU Economics using Python & Streamlit

Mendel University in Brno
PhD, Economics and Business Management (2016–2019)

Cardiff Metropolitan University
MBA, International Business (2009–2011)

Hanken School of Economics
MSc, Economics (2004–2007)

Selected Projects

- **Django To-Do App –** [GitHub](https://github.com/ikeobeng/todo-app-django) | [Live Demo] (https://isaacobeng.pythonanywhere.com)
  A Django-based web application with user authentication, CRUD functionality, and live deployment.
- **EU Economic Dashboard –** [GitHub] (https://github.com /ikeobeng/eu-economic-dashboard) | [Live Demo] (https://eu-economic-dashboard.streamlit.app)
  AI-powered interactive dashboard visualizing EU economic indicators using Python, Streamlit, and data from World Bank sources.

Certifications & Awards

- Barcelona GSE Summer School (Empirical Corporate Finance, Panel Data Modelling) – 2018
- Czech Ministry of Education Traineeship – 2017
- Rector's Sponsored Research Project, Mendel University – 2017–2018