

Harunah Lamini

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Profile

Motivated IT professional with hands-on experience in **IT support, user assistance, and system administration**. Recently completed an internship at **Buildwise (Belgium)** and previously supported IT operations at KAAF University in Ghana. Currently pursuing an MSc in Applied Computer Science at Vrije Universiteit Brussels, eager to grow as a **Junior System Engineer** and contribute to reliable, user-friendly IT operations.

Technical Skills

- **System Administration:** Microsoft 365, Google Workspace
- **Operating Systems:** Windows, Linux, macOS
- **Device Management:** Endpoint management, remote support, ticketing systems
- **Networking Basics:** VLANs, DHCP, DNS, Wi-Fi setup
- **Web & Databases:** HTML, CSS, PHP, WordPress, MySQL, SQL Server
- **Other:** Python & Java ,cloud fundamentals (Google Cloud Platform)

Professional Experience

Site Technician (Short-Term Contract)

Clockwise – Brussels, Belgium | Feb 2024

- Configured **Apple devices (iPad, Mac Mini)**, performed upgrades, installations, and system migrations.
- Supported remote engineers in the US to resolve on-site IT challenges.

Intern – Application & Systems Support

Buildwise – Zaventem, Belgium | Jun 2024 – Sep 2024

- Contributed to IT operations while supporting the development of a **collaborative BIM platform**.
- Assisted with **system setup, access rights, and device configurations** for project teams.
- Supported web-based application testing, including performance monitoring and troubleshooting.
- Collaborated with international engineers to ensure system stability and team-wide accessibility.

IT Officer / Web & Systems Support

KAAF University College – Accra, Ghana | 2020 – 2023

- Provided **user support and troubleshooting** for staff and students, ensuring minimal downtime.
- Managed **user accounts, permissions, and Google Workspace administration** for email and apps.
- Installed and maintained **network infrastructure** to ensure reliable connectivity.
- Administered **web servers using cPanel and WHM**, including website hosting, security updates, and performance monitoring.
- Oversaw **device setup, onboarding/offboarding**, and software licensing.
- Developed IT policies and procedures to maintain compliance with security standards.

ICT Educator

Ghana Education Service – Kumasi, Ghana | 2018 – 2020

- Taught ICT to over 1,000 students and introduced coding clubs.
- Deployed IT projects including an **electronic voting system**, enhancing digital adoption in schools.

IT Support Specialist

D-Mega College – Accra, Ghana | 2016 – 2017

- Delivered **technical support** for staff and students, resolving hardware, software, and system issues.
- Managed websites, web servers, and databases, ensuring security and uptime.
- Installed and upgraded operating systems, ensuring compatibility and performance.
- Documented troubleshooting steps and performed system diagnostics.
- Updated ticketing systems and maintained documentation for issue tracking.

Education

- **MSc in Applied Computer Science** – Vrije Universiteit Brussels (VUB), Belgium | 2023 – *Present*
- **MSc in Information Technology** – University of Education, Winneba, Ghana | 2019 – 2021
- **BSc in Information Technology** – University of Education, Winneba, Ghana | 2011 – 2015

Soft Skills

- Problem-solving & critical thinking
- Strong communication & teamwork
- Organized & process-oriented
- Ability to multitask and manage deadlines