

SUMMARY

Results-driven IT professional with over 10 years of experience in network systems engineering, information security, and database management. Proven ability to lead IT projects, optimize systems, and implement cost-saving measures. Adept at strategic planning, team coordination, and ensuring compliance with industry regulations. Seeking to leverage my wealth of experience to enhance your existing IT infrastructure and support organizational goals.

EDUCATION

BSc (Hons) Actuarial Science

Kwame Nkrumah University of Science and Technology - 2018-2021

TECHNICAL SKILLS

IT Management: Project Management, Strategic Planning, Budgeting, Vendor Management
Network & Security: Penetration Testing, Vulnerability Assessment, Network Security, Kali Linux
Software & Systems: Python Programming, Website Development, Digital Marketing, Graphic Design, UI/UX Design, Windows Server, Linux, VMware, Microsoft Office Suite, Adobe Creative Suite.
Tools & Technologies: CrowdStrike Falcon, New Relic, ManageEngine Log360, PC Repairs and Maintenance
Operational Expertise: Systems Analysis, Backup Solutions, Application/System Design, Integration Across Platforms
Problem-Solving: Troubleshooting, incident management, performance optimization
Communication: Technical documentation, stakeholder engagement, training delivery

HOBBIES

- Bug hunting
- Emerging Technologies
- Reading

REFEREES

Upon Request

PROFESSIONAL EXPERIENCE

Senior IT Support Officer

Mole Projects and Machinery Limited, Ghana - December 2019 - September 2023

Roles:

- Oversaw IT operations and infrastructure for an auto sales and logistics company focusing on system reliability, data security, and technology integration.
- Managed a team of 4 IT professionals, providing leadership, training, and performance evaluations to ensure high productivity and skill development.
- Directed the deployment of new software applications and upgrades, including negotiating and managing relationships with vendors to ensure cost-effective and timely delivery of services.
- Implemented and maintained robust cybersecurity measures, reducing security incidents by 70% through proactive monitoring and threat management.
- Coordinated with vendors for the procurement of hardware and software, managing contracts, and ensuring adherence to service level agreements (SLAs).
- Collaborated with senior management to align IT strategies with business objectives, enhancing operational efficiency and supporting growth initiatives.

IT Support Specialist

Talents in Africa, Accra, Ghana - June 2017 - December 2019

Roles:

- Provided technical support and troubleshooting for end-users, resolving issues related to hardware, software, and network connectivity.
- Assisted in the management of IT infrastructure, including servers, networks, and storage solutions, ensuring optimal performance and uptime.
- Conducted system audits and performance reviews to identify areas for improvement and implemented necessary upgrades and patches.
- Developed and delivered training programs for staff on new technologies and IT best practices, enhancing overall IT literacy and productivity.

IT Operations Assistant

Rajja Technologies, Tema, Ghana - January 2015 - March 2017

Roles:

- Supported IT team with day-to-day operations, including software installations, hardware maintenance, and network monitoring.
- Assisted in the development and implementation of IT policies and procedures to ensure compliance and efficiency.
- Participated in projects aimed at improving IT systems and processes.

PROFESSIONAL EXPERIENCE

- Leadership & Team Management:** Effectively led teams in security and IT projects, providing mentorship and overseeing project execution.
- Project Coordination:** Coordinated the development, implementation, and integration of IT systems and applications.
- Strategic Planning & Reporting:** Developed strategic plans for IT systems, prepared detailed reports, and participated in high-level meetings and decision-making processes.

CERTIFICATIONS

- NIIT Nigeria: CompTIA Network+
- NIIT Nigeria: CompTIA A+
- Professional Diploma in Software Engineering
- UNFPA - Certificate of Appreciation Cybersecurity Conference
- CodeTrain Ghana - Python Programming
- Security Blue Team - Blue Team Junior Analyst