RUKAYA MOHAMMED

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SUMMARY

I am an IT professional with strong experience in systems support, records management, and network monitoring. I demonstrate a solid understanding of cybersecurity fundamentals, compliance and data governance. Proven ability to manage digital systems, support organizational policies and implement secure information-handling practices. Passionate about advancing in Governance, Risk and Compliance (GRC) within the cybersecurity field.

SKILLS

- Report Writing and documentation
- Governance & Records Management
- Technical Support & Troubleshooting
- Digital transformation & Data Integrity
- Printer & Peripherals Setup
- Microsoft Office Proficiency (Microsoft Excel, Word, PowerPoint, Outlook)
- Database Management
- Problem Solving and Critical Thinking
- Google Applications (Google Drive, Google Sheets, Google Documents)
- Network Computing and Cybersecurity

WORK EXPERIENCE

IT and Records Management Officer at National Communications Authority   **November 2023 – November 2024**

- Digitized and managed sensitive records, enhancing accessibility and compliance.
- Ensured information integrity by maintaining organized electronic and paper records.
- Maintained and monitored network performance and endpoint security
- Conducted regular hardware and software maintenance, including installation, updates, and troubleshooting.
- Successfully converting physical documents into digital formats, enhancing accessibility and search ability while streamlining workflows and improving data security.
- Managed the amendment and updating of records
- Efficiently managed both electronic and paper-based information

National Union of Ghana Students NUGS – UCC   **September 2022 – September 2023**

- Member of the Local NUGS Skills and Innovation committee

- Collected and analyzed data from event participants to inform improvement strategies.
- Assigning tasks and fostering effective communication to achieve project goals.
- Conducted post-event surveys and analysis

Intern -Multimedia and web support at Ghana Broadcasting Cooperation (GBC)   August 2022November 2022

- Managed content on internal platforms and websites.
- Edited multimedia content using professional tools to meet quality standards.
- Gained proficiency in content management systems.
- Performed video and sound editing, utilizing professional software to enhance the quality of multimedia content and meet production standards.
- Uploaded and updated content on the website, ensuring accurate and timely updates.

Intern at University of Cape Coast (Digi Cap) Networking

- Performed network installation and configuration.
- Troubleshot connectivity problems, diagnosing and resolving network issues.
- Maintained thorough documentation, creating detailed records of network configurations.
- Executed network cable termination, ensuring precise and secure connections.

EDUCATION

University of Cape Coast   2019-2023
BSc. Computer Science

Accra Girls Senior High School   2016-2019
General Science

CERTIFICATIONS

- Google Cybersecurity Professional Certificate
- Building AI assistance Using Python

INTERESTS

- Cybersecurity trends

- Technology

- Problem Solving

- IT Governance

- User Experience

- Event Planning

- Project management

LANGUAGES

- English, Twi and Hausa
- Ability to read and write Arabic

REFERENCES

Upon Request