

AMOS ADDAE

SYSTEM ADMINISTRATOR | IT INFRASTRUCTURE | NETWORKING & CYBERSECURITY

Accra, Ghana | Available for Remote Work

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PROFESSIONAL SUMMARY

Proactive and detail-oriented IT professional with a background in **system engineering, computer networking, cybersecurity, information systems, and technical support**, complemented by hands-on experience supporting technology environments and digital platforms. Experienced in troubleshooting hardware, software, networking, connectivity, and user-access issues; maintaining technology infrastructure; supporting cloud-based and SaaS platforms; and documenting technical processes.

Trained in **System Engineering & Networking through IPMC** and cybersecurity through **IBM SkillsBuild**, with practical exposure to network infrastructure, routers, wireless access points, cloud-connected systems, Google Workspace, Microsoft productivity tools, CCTV infrastructure, and technology-enabled business systems.

Strong problem-solving and analytical abilities with excellent written and verbal English communication. Comfortable working independently, learning new technologies quickly, documenting procedures, and taking ownership of technical issues from diagnosis through resolution. Seeking to contribute these capabilities in a reputable company.

CORE TECHNICAL COMPETENCIES

- System Administration
- IT Infrastructure Support
- Network Administration
- Technical Troubleshooting
- User & Access Management
- Network Security

- Cybersecurity Best Practices
- TCP/IP & Network Fundamentals
- DNS & DHCP Fundamentals
- VPN Concepts
- Firewalls & Access Controls
- Wireless Networking
- Router Configuration
- Wi-Fi Access Point Management
- Cloud & SaaS Platforms
- Google Workspace
- Microsoft 365 / Microsoft Office
- Hardware & Software Support
- System Monitoring
- Backup & Data Protection
- CCTV / Security Infrastructure
- Technical Documentation
- IT Asset & User Support
- Systems Maintenance
- Remote Technical Support
- Process Improvement
- Python / Basic Automation
- Database Fundamentals

PROFESSIONAL EXPERIENCE

ICT FACILITATOR / IT & COMPUTING SUPPORT

Nona Graceland School — Ghana

2023 – Present

- Support the day-to-day operation of the school's computing and technology environment, helping ensure that systems and technology resources remain available for staff and learners.
- Troubleshoot computer hardware, software, connectivity, networking, and user-related technical problems and identify practical solutions.
- Configure and support network-connected devices, wireless connectivity, routers, access points, computers, displays, and other technology equipment.
- Assist with maintaining reliable connectivity and access to technology resources across the school environment.
- Support users with technology-related issues and provide clear guidance to non-technical users.
- Participate in the setup, configuration, and maintenance of technology infrastructure used for teaching, administration, security, and communication.
- Develop and maintain technical and instructional documentation, procedures, guides, and technology-related resources.
- Assist with identifying technology requirements and recommending improvements to increase reliability, accessibility, and efficiency.
- Apply cybersecurity and responsible technology-use principles when supporting systems and users.
- Investigate recurring technical issues, identify potential causes, and implement corrective measures.
- Work independently to resolve technical problems while communicating issues and solutions clearly to relevant stakeholders.
- Support the use of digital platforms, productivity tools, and online services in the school environment.
- Develop practical technology solutions and resources to improve digital learning and administrative processes.

IT INFRASTRUCTURE & NETWORKING EXPERIENCE

Network Infrastructure Support

- Hands-on experience working with **fiber broadband infrastructure, routers, wireless networking, and access points.**
- Configured and worked with network equipment including **Huawei HG8145X6-series fiber router** and **Ubiquiti UniFi UAP-LR wireless access point.**
- Worked with wired LAN connectivity and wireless network configuration.
- Troubleshoot wireless connectivity, access-point configuration, network profiles, and device connectivity issues.
- Familiar with fundamental networking concepts including IP addressing, LAN/WAN connectivity, DHCP, DNS, routing, Wi-Fi, and network troubleshooting.
- Experience investigating connectivity issues between network devices and identifying configuration-related problems.
- Exposure to network planning and improving wireless coverage and access within an organizational environment.

Security & Surveillance Infrastructure

- Supported technology infrastructure involving **Dahua XVR-based CCTV systems and network-connected surveillance equipment.**
- Worked with storage and recording considerations for large-scale camera deployments.
- Applied practical security and access-control principles when working with technology infrastructure.
- Developed an understanding of the importance of system availability, data retention, storage capacity, and infrastructure reliability.

SELECTED IT PROJECTS

School Management System — AI-Assisted Technology Project

Independent Technology Project

- Designed and developed an AI-assisted school management system concept using **Google AI Studio** and software-development technologies.
- Defined system requirements and user roles for administrators, staff, parents, and students.
- Designed functionality covering student records, staff records, parent information, academic management, payments, report cards, authentication, and administrative operations.
- Worked with **Python, Flask, SQLite, and Bootstrap** during software development and prototyping.
- Applied structured problem-solving to translate organizational requirements into technical functionality.
- Considered authentication, user roles, permissions, data organization, and secure access when designing the system.
- Used iterative development and testing to identify problems and improve system functionality.

School Network & Connectivity Infrastructure

- Worked with fiber internet connectivity, network routers, wired connections, wireless access points, and network configuration.
- Assisted with configuring and troubleshooting wireless infrastructure to provide reliable connectivity to users.
- Investigated network performance and connectivity issues and adjusted configurations where appropriate.
- Developed practical knowledge of network infrastructure in a real organizational environment.

CYBERSECURITY EXPERIENCE & KNOWLEDGE

- Completed cybersecurity-focused professional training through **IBM SkillsBuild / University of the People**.
- Understand fundamental cybersecurity principles including authentication, authorization, access control, security awareness, risk reduction, and protection of digital resources.
- Familiar with the importance of strong passwords, MFA, least-privilege access, secure configuration, patching, backups, and monitoring.
- Apply security-conscious practices when configuring and supporting technology systems.
- Understand common risks associated with unauthorized access, insecure configurations, weak credentials, malware, phishing, and network vulnerabilities.
- Interested in continuously developing expertise in infrastructure security, cloud security, identity management, and system hardening.

TECHNICAL SKILLS

Operating Systems: Windows, basic Linux concepts

Networking: TCP/IP, LAN/WAN, DHCP, DNS fundamentals, Wi-Fi, routing fundamentals, wired networking, wireless access points, network troubleshooting

Network Equipment: Huawei fiber routers, Ubiquiti UniFi access points, network switches and related infrastructure

Cloud & SaaS: Google Workspace, Google cloud-based productivity platforms, Google AI Studio, cloud-connected applications

Productivity: Microsoft 365 / Microsoft Office, Google Docs, Google Sheets, Google Drive, Google Forms

Security: Cybersecurity fundamentals, access control, authentication, MFA concepts, secure configuration, backups, security awareness

Systems & Development: Python, Flask, SQLite, Bootstrap, basic database administration concepts

Hardware: Desktop computers, laptops, printers, networking equipment, displays, wireless equipment, CCTV infrastructure

Other: Technical documentation, user support, system troubleshooting, IT infrastructure maintenance

EDUCATION

Bachelor's Degree in Psychology and Information Studies

University of Ghana, Legon — Ghana

Completed 2021

Relevant transferable competencies:

- Information analysis
- Research and information management
- Critical thinking
- Communication
- Human-computer/user considerations
- Problem solving
- Documentation

System Engineering & Networking

IPMC — Ghana

Professional training in system engineering, computer networking, infrastructure, and related IT concepts.

CERTIFICATIONS & PROFESSIONAL TRAINING

IBM SkillsBuild Cybersecurity

IBM SkillsBuild / University of the People

Cybersecurity-focused professional training covering foundational cybersecurity principles and practices.

Google Prompting Essentials

Google / Coursera — July 2026

Four-course specialization featuring hands-on practice in effective AI prompting, advanced prompting techniques, complex tasks, data analysis, information summarization, and AI-assisted problem solving.

KEY STRENGTHS

Technical Troubleshooting

Systematically investigate hardware, software, networking, connectivity, and application problems to identify root causes and implement practical solutions.

Infrastructure Mindset

Understand the importance of availability, reliability, security, performance, maintenance, and documentation in an organization's IT environment.

Security Awareness

Cybersecurity training combined with practical technology experience enables a security-conscious approach to systems, networks, accounts, and organizational data.

Independent Problem Solving

Comfortable researching unfamiliar technical problems, testing solutions, learning new technologies, and taking ownership of tasks with minimal supervision.

Documentation

Able to document technical processes, troubleshooting procedures, configurations, and user instructions in clear and understandable language.

Communication

Strong written and verbal English communication skills, with experience explaining technical concepts to users with different levels of technical knowledge.

Continuous Learning

Actively developing expertise across system administration, networking, cybersecurity, cloud technologies, AI, and automation.

ROLE ALIGNMENT

Cloud Infrastructure: Experience with cloud-connected applications and Google-based technology platforms; developing further expertise in cloud infrastructure administration.

Google Workspace / Microsoft 365: Practical familiarity with Google Workspace and Microsoft productivity tools.

Networking: Hands-on experience with routers, wireless access points, wired networking, fiber connectivity, DNS/DHCP fundamentals, and network troubleshooting.

Security: Cybersecurity training and practical application of authentication, access-control, secure configuration, and security best practices.

SaaS & User Support: Experience supporting users and digital platforms and resolving technology-access and application issues.

Troubleshooting: Practical experience diagnosing and resolving hardware, software, connectivity, and infrastructure problems.

Documentation: Experience producing technical, instructional, and procedural documentation.

Independent Remote Work: Comfortable working independently, managing technical tasks, researching solutions, communicating progress, and learning new tools in technology-driven environments.

REFERENCES

Available upon request.