
Benjamin Ako Adjei

IT/Systems Administrator

Kumasi, Ghana

+233 24 227 0325

niiakoadjei@gmail.com

SUMMARY

Experienced Network/Systems Administrator with a solid track record of delivering high-quality IT systems, network, and support services for over a decade. Recognized for excellent problem-solving skills and commitment to customer satisfaction. Proficient in deploying, configuring, and managing on-premises systems using Virtualization Technology (VMware ESXi) and cloud-based services (AWS). Seeking a middle-level managerial IT Administrator/Support position where I can apply my strong organizational skills and customer-focused mindset to contribute to team efforts and achieve company goals.

SKILLS

- Computer Networking
- Server Administration
- Virtualization (VMware ESXi)
- MS Office Suite
- IT Support
- Troubleshooting
- Python/Flask
- Time Management
- Cloud Computing (AWS)
- Customer Service
- Team player
- Excellent Communication Skills

EXPERIENCE

Kwame Nkrumah University of Science & Technology, Kumasi-Ghana

IT Manager (*College of Humanities and Social Sciences*)

February 2023 – Date

- Installed, configured, and troubleshooted networks, desktop systems, workstations, servers, hardware, storage, and peripherals in a heterogeneous environment.
- Oversaw the implementation of the University Audio-Visual system within the College.
- Led a team in providing Layer-1 and Layer-2 IT support services to staff and students.
- Implemented a Network and CCTV Monitoring Station to respond promptly to network-related issues and improve security within the College.
- Reconfigured the College network infrastructure by reducing the number of hops to eliminate bottlenecks, and improving network service delivery.
- Implemented a Document Backup System to prevent data loss through system crashes and accidental deletion.
- Developed and implemented a Document/File tracking system for Administrative Staff.

Kwame Nkrumah University of Science & Technology, Kumasi-Ghana

IT Manager (College of Engineering)

June 2017 – February 2023

- Installed, configured, and troubleshooted networks, desktop systems, workstations, servers, hardware, storage, and peripherals in a heterogeneous environment.
- Provided Layer-1 and Layer-2 support via face-to-face, email, telephone, or remote desktop technologies using procedural documentation.
- Developed a document tracking system to improve operations, and set up an inventory management system to lower equipment replacement rates by 20%.
- Researched and redesigned the College network to eliminate potential bottlenecks, improving service delivery by about 30%.
- Co-supervised the design, implementation, and installation of Audio-Visual and Video Conferencing projects at the University.
- Managed email system (Administrator) and other electronic services that support over 250 staff and 4000+ students.
- Researched and developed specification requirements, and offered technical advice to management on needs assessment and the procurement of IT equipment.
- General Office Administration

Council for Scientific and Industrial Research, Accra-Ghana

Part-Time Principal Technologist (IT)

July 2021 – October 2021

- Remodeled and managed the Institution's website, with Social Media integration and improved visibility and visits by 25%.
- Managed the Institute's Appointments and Promotions Management System and proposed UI improvements to improve user-friendliness.
- Assisted the Project Monitoring Team in gathering field data for actionable insights.
- Acted as the secretary to the Modernizing Agriculture Ghana Project.
- Acted as the Assistant Scientific Secretary to the Deputy Director-General.
- General administrative duties.
- Helped improve general IT service delivery and support service.

Kwame Nkrumah University of Science & Technology, Kumasi-Ghana

Senior ICT Assistant (Central Administration Unit)

August 2012 – June 2017

- Managed network infrastructure, domain servers, user account administration, proxy server management, system crashes, VoIP phone setup and configuration, and data recoveries within the University's Central Administration.
- Provided technical advice on networking issues and recommended procuring IT equipment for KNUST's Central Administration and Allied Units.
- Engaged and tracked priority issues with timely response and problem-solving.
- Researched and developed reports on new technologies to enhance work output.
- Provided general IT support, including computer hardware upgrades, software updates, and security patches.

EDUCATION

University of Madras, Chepauk-Chennai - *MSc. Information Technology*

JUNE 2014 - DECEMBER 2016

Kwame Nkrumah University of Science and Technology, Kumasi - *BSc. Biochemistry*

September 2006 - May 2010

CERTIFICATIONS

AWS Certified Solutions Architect -Associate - *Jan 2022*

Validation Number: **VVY3T4PBEFQQ1YKK**

Google IT Professional Certificate (Specialization) - *Jun 2021*

coursera.org/verify/specialization/PC3J4TTPZBXA

AWS Certified Cloud Practitioner - *Mar 2021*

Validation Number: **VR64V20BKFRQ1QSE**

Networking in Google Cloud (Specialization) - *Dec 2020*

coursera.org/verify/specialization/SMHZFYS8GQQ6

VOLUNTEERING

Mobile Lab Ghana, Kumasi - *Jun 2016 – Jun 2018*

The organization aimed to improve the quality of science education in basic schools in Kumasi, Ghana.

- Planned logistics and transport operations
- Provided technology consulting for the group

REFERENCES

Prof. Kwabena Biritwum Nyarko

Provost, College of Engineering

KNUST - Kumasi

Tel: +233 (0)20 816 5515

Email: kbnyarko.coe@knust.edu.gh

Mr. Emmanuel Afful

Director, UITs

KNUST - Kumasi

Tel: +233 (0)23 421 5128

Email: emma_afful@knust.edu.gh

Ing. Professor Emmanuel K. Akowuah

Head, Department of Computer Engineering

KNUST - Kumasi

Tel: +233 (0)20 996 5679

Email: ekakowuah@knust.edu.gh

Mr. Abraham Brew-Sam

Deputy-Director, NOID-UITs

KNUST - Kumasi

Tel: +233 (0)20 916 2039

Email: abraham@knust.edu.gh