

CURRICULUM VITAE

DEDUME FOSTER SEDEM KWAME

PERSONAL INFORMATION

Date of birth	: 28 th December 1985
Sex	: Male
Marital Status	: Married
Nationality	: Ghanaian
Religion	: Christian
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1. CAREER OBJECTIVE

With over 14 years of comprehensive experience in ICT, I've honed my skills in planning, problem-solving, system analysis, design, and execution, alongside policy implementation and networks and infrastructure administration. My journey has been defined by navigating a customer-focused, multi-vendor, and cross-platform environment. Working both independently and collaboratively with diverse IT teams, I've developed a deep understanding of varied disciplines.

Now, I'm eager to leverage this wealth of experience in a new and challenging role. I'm passionate about implementing, supporting, and administering networks and users in innovative ways. Moreover, I'm excited to apply my expertise in statistics, information technology, and domain knowledge to uncover valuable insights from data. My aim is to continue making a significant impact in the ever-evolving landscape of technology.

2. EDUCATION

a. Academic Qualifications

- Master of Science, Information Technology, [2014]
- Bachelor of Science, Mathematics [2008]

b. Institutions Attended

- University of Madras, India [2010 - 2012]
- Kwame Nkrumah University of Science and Technology [2004 -2008]

c. Certificates

- Collaborating with G Suite Apps [2022]
- Google Technical Support fundamentals (Coursera) [2019]
- Information Security Best Practices (IT Council) [2019]
- Interconnecting Huawei Network Devices (IHND) [2013]

3. TECHNICAL SKILLS

Programming languages	Python, PHP, R, MSSQL, MYSQL, and C#
Data analysis and visualization	Pandas, Power BI
Machine learning libraries	TensorFlow
Operating Systems	Windows® XP/2003/Vista/7/10/11, Linux (Ubuntu, CentOS), FreeBSD, Mikrotik RouterOS, MAC, IOS, Android.
Network Administration	LAN & WLAN Installation
Backup and Disaster Recovery	Software Installation and Upgrades
Network Services & Protocols	Microsoft's Active Directory, DHCP, DNS, Samba, Asterisk VoIP Server, Remote Access (VPN, RRAS and PPP),
Firewall & Proxy	NAT, Squid Proxy Server
Hardware	(IBM Compatible and Apple), Servers, Laptops, Printers, Networking Equipment (Cisco, HP, Ubiquity, Motorola), VoIP Phones Expert in Laptop and other IT equipment repairs (all brands)
Other Software Packages	Microsoft Office (2003 -2022) Suites, Various Antivirus Suites, Dude, and Windows NT Backup Utility
Technical Support / Customer Care	System Deployment (Norton Ghost & Fog)
Procedure Documentation	Log Management and Systems Auditing

4. ADMINISTRATIVE/PROFESSIONAL EXPERIENCE

Junior Systems Analyst

[2020-DATE]

- Provide technical systems support to users for all KNUST applications
- Manage and maintain Labs Network infrastructure.
- Supervise support ticket resolution and hardware maintenance
- Develop maintenance procedures and monitor system health
- Liaise with IT Managers and oversee Walk-in IT Support Centre activities
- Provide IT training and support for university systems.
- Serve as a liaison between end-users and UITS through the helpdesk
- Train staff and students on IT security issues

Senior/Principal ICT Assistant

[2012 – 2020]

Kwame Nkrumah University of Science and Technology

- Provide IT training and support for university systems
- Design and deploy networks; maintain network servers
- Serve as a liaison between end-users and UITS through the helpdesk
- Monitor network performance and security
- Offer technical support for UITS programs
- Troubleshoot problems reported by users
- Maintain integrity of the network and computing infrastructure

National Service - KNUST ICT Centre

[2008-2009]

- Managed Active Directory Domain, DNS, DHCP servers
- Configured portable computers brought in by students and staff
- Planned, built, and managed file servers
- Implemented security measures and tested systems
- Trained colleagues in system security and network administration
- Coordinated development and implementation of IT resource management application
- Implemented and supported software backup applications

5. WORKSHOPS ATTENDED

S/N	PERIOD	ROLE	TITLE
1	July 2022	Participant	IELOL Global Regional Colloquy: Transforming Educational Futures Through Innovation in West Africa
2	March 2022	Participant	Workshop for GAUA Members

3	March 2022	Participant	Workshop on University Policy Summit for UITS Staff
5	September 2021	Participant	9th KNUST Summer School Workshop: SDGs' and Universities: Actions towards KNUST's Mandate at 70 and Beyond
6	June 2021	Participant	Digital Literacy for E-learning (June, 2021)
7	August 2018	Participant	8th KNUST Summer School Workshop: Improving Quality of Higher Education Through Effective Measurement and Evaluation
8	August 2015	Participant	5th KNUST Summer School Workshop: Sustainable Development of Tertiary Institutions in Ghana amidst Economic and Security Challenges.
9	August 2014	Participant	4th KNUST Summer School Workshop: Advancing Science and Technology Through effective Communication

REFERENCES

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