

Foster Sedem Dedume Kwame

■ dedumefoster@gmail.com | sedem@knust.edu.gh | ■ +233 24 436 5445 | ■ Ghanaian

Professional Summary

Dynamic **Systems Analyst & Data Analyst** with 14+ years of experience in ICT systems, data analytics, and IT infrastructure management within higher education. Skilled in leveraging Python, R, Power BI, and machine learning tools to deliver actionable insights and drive data-informed decision-making. Proven track record in system analysis, design, and implementation as well as network administration, IT security, and technical support. Adept at bridging the gap between end-users, IT teams, and management, while fostering digital transformation and innovation.

Core Competencies

- Data Analysis & Visualization: Python (Pandas, NumPy, Matplotlib), R, Power BI, Excel, SQL, TensorFlow
- Database Management: MSSQL, MySQL, PostgreSQL
- Systems & Infrastructure: Windows/Linux servers, Active Directory, DHCP, DNS, VPN, VoIP (Asterisk)
- Network Administration: LAN/WLAN design, Cisco & Huawei devices, Firewall/Proxy (Squid, NAT)
- Cloud & Collaboration Tools: Microsoft 365, Google Workspace, Virtualization
- Cybersecurity & Governance: Information Security Best Practices, Log Management, Systems Auditing
- Soft Skills: Training & Facilitation, Project Management, Leadership, Cross-functional Collaboration

Professional Experience

Junior Systems Analyst | KNUST – University Information Technology Services (2020 – Present)

- Provide technical systems support across all KNUST applications and ICT infrastructure.
- Manage Labs Network infrastructure and oversee Walk-in IT Support Centre operations.
- Supervise resolution of IT support tickets, ensuring timely response to hardware/software issues.
- Conduct IT and cybersecurity training for staff and students, including safe data handling practices.
- Initiated integration of data analytics dashboards for decision-making and reporting.

Senior/Principal ICT Assistant | KNUST (2012 – 2020)

- Designed and deployed network infrastructure, maintaining servers and computing systems.
- Monitored network performance, security, and user access, improving uptime by >20%.
- Delivered training sessions for students and staff on ICT systems and digital literacy.
- Championed the use of data-driven reports for monitoring support services.

National Service – ICT Centre | KNUST (2008 – 2009)

- Managed Active Directory, DNS, and DHCP servers, supporting >5,000 users.
- Configured and deployed computing resources for students and faculty.
- Implemented backup, disaster recovery, and system security measures.
- Coordinated development of an IT resource management application.

Education

- MSc, Information Technology – University of Madras, India (2014)
- BSc, Mathematics – Kwame Nkrumah University of Science & Technology (2008)

Professional Certifications

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

Workshops & Conferences

- IELOL Global Colloquy – Transforming Educational Futures in West Africa (2022)
- KNUST Summer Schools on SDGs, Digital Literacy, Quality Education, Measurement & Evaluation (2014–2022)
- University Policy Summits & GAUA Professional Development Programs

Selected Projects & Achievements

- Designed and deployed a university-wide helpdesk system to streamline ICT support.
- Implemented network monitoring solutions that reduced downtime incidents by 30%.
- Developed interactive dashboards in Power BI to track ICT service delivery KPIs.
- Led ICT support in high-stakes projects (elections, biometric registrations, distance learning).
- Provided forensic IT support in collaboration with university security and administration.

References

Available upon request.