

ABDUL-MUMIN SAEED

IT PROFESSIONAL

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Objectives:

Critical-thinking IT professional with over 3 years of experience in enhancing operations for organizations through information systems solutions. Proven track record of transforming specific business goals related to growth and efficiency improvements into new system designs. Knowledgeable innovator known for recommending new technologies to enhance existing systems.

TECHNICAL SKILLS:

- Programming Languages: Visual Basic.Net, C++, Java and PHP.
- Database Management: MySQL, Microsoft Access and Oracle.
- Operating Systems: Windows, Linux, macOS
- Web Development: HTML5, CSS, Bootstrap, Java and JavaScript.
- System Administration: Server management, IT support
- Network Configuration: IP addressing, subnets, VLANs
- Network Security: Firewalls, VPNs, intrusion detection
- Routing and Switching: Cisco routers, switches, protocols (OSPF, BGP)
- Wireless Networking: Wi-Fi setup, security, troubleshooting
- Surveillance Systems: CCTV and Access Control Systems Operation and Configuration.
- Cyber Security Fundamentals
- Project Management Tools: MS Project, Jira, Asana
- IT Governance: ITIL, COBIT frameworks
- Business Analysis: Requirement gathering, process mapping
- Change Management: Managing IT transformations
- HR Software: HRIS systems, payroll software
- Data Analysis: Excel, SQL, Power BI, HR metrics, compensation analysis
- Legal Compliance: Understanding of labour laws and regulations
- Employee Benefits: Design and management of benefit programs
- Office Software: MS Office Suite (Word, Excel, PowerPoint)
- Administrative Tools: ERP systems, document management systems
- Google Workspace Administration
- Workflow Optimization: Process improvement, efficiency strategies
- Communication: Professional communication, report writing
- Advanced Project Management: Agile, Scrum methodologies
- Strategic IT Planning: IT strategy development, aligning IT with business goals
- Emerging Technologies: Cloud computing, IoT, AI
- Risk Management: Identifying and mitigating IT risks
- Cloud Infrastructure: Designing and managing GCP resources
- Cloud Security: Implementing security best practices in GCP
- Data Services: Big Query, Cloud Storage, Cloud SQL
- DevOps: CI/CD pipelines, Kubernetes, containerization
- Social Media Marketing and Management
- Search Engine Optimization (SEO) using Samref
- Sales Engineering

Educational Qualification:

Present	MTF Institute of Management, Technology and Finance. Lisboa, Portugal. Advanced Diploma in Technology Management
2023 to 2024	MTF Institute of Management, Technology and Finance. Lisboa, Portugal. Diploma in Human Resource, Compensation and Benefits Management
2023 to 2024	European Institute of Leadership and Management. Dublin, Ireland. Certificate In Information Technology Management
2022 to 2023	NIIT Open Lab Tamale. Diploma in Network Administration.
2017 to 2020	Wa Technical University, Upper West Region. HND in Information and Communication Technology

Certifications:

September 2024	CPITM-Certified Professional Information Technology Manager (MTF Institute)
September 2024	Professional Diploma in Social Media Marketing and Management (MTF Institute)
August 2024	Introduction to Database Management Systems (Udemy)
February 2024	Complete Introduction to Cybersecurity (AQSkills)

Work Experience:

August 2020 to August 2024 **Ghana Registered Nurses and Midwives Association Secretariat.**
Position **: *IT Officer/Administrative Officer.***

Responsibilities

- Provide functional and technical support to ensure performance, operation and stability of database system.
- Maintaining computer systems, networks, intercom systems, printers, and scanners.
- Providing technical support to users on the GRNMA Infonet system in person or remotely.
- Providing technical support and training to staffs, enhancing overall IT literacy.
- Troubleshooting and resolving IT issues in a timely manner.
- Installing and configuring hardware and software.
- Implement IT Management Strategies to streamline operation and improve efficiency.
- Responding in a timely manner to service issues and requests.
- Testing new technologies.
- Identifying technology needs and aligning them with business goals.
- Led IT projects from conception to completion, delivering solution on time and within budget.
- Conduct regular system audit and updates to ensure compliance with industry standards.
- Supervising and mentoring IT staff.
- Ensuring cost-effective solutions and operations.
- Prioritizing tasks and managing timelines.
- Ensuring the availability and reliability of IT services.
- Implementing security measures to protect data and systems.
- Managing risks and ensuring compliance with regulations.
- Coordinating with external vendors and service providers.
- Operate and monitor CCTV system in the Server Room in an efficient manner, ensuring that all cameras are functioning correctly and capturing clear images.
- Monitor live footage and recorded video feeds for any suspicious or unusual activities within the work premises.
- Report any security incidents, or irregularities to Management or designated personnel immediately.
- Ensure that all recorded footage is stored securely and can be retrieved when required for investigations.
- Regularly check and test the functionality of the CCTV system, including cameras, recording devices, monitors, and related equipment.
- Overseeing the day-to-day operations of the secretariat including managing supplies, equipment, and ensuring a well-organized work environment.
- Prepare database reports to the secretary and other executives as needed.

- Assisting in the planning and execution of events, such as conferences, workshops, and award ceremonies.
- Handling incoming and outgoing communications, including phone calls, and mail.
- Providing support to members, including responding to inquiries and processing membership applications.
- Perform data entry, record keeping, organizing files and ensuring information security.
- Maintaining accurate records and files, both electronic and physical
- Providing quarterly data analysis of the GRNMA Guesthouse.
- Coordinating safety programs such as health and safety, fire safety, and disaster preparedness
- Ensuring that all facilities are well-maintained, safe, and functional
- Managing and ensuring effective employee/labor relations, creating a safe and ethical work environment
- Approving, initiating, interpreting, and enforcing policies and directives for efficient administration

Aug 2019 - Sept 2019

Tamale Technical University (Ta TU).

Position

: *Intern.IT Support/Teaching Assistant*

Responsibilities

- Assisting in troubleshooting and resolving technical issues related to hardware, software, and network systems.
- Performing routine maintenance tasks on computer systems and networks to ensure they are running efficiently.
- Participating in the development, testing, and deployment of software applications.
- Assisting in the management and analysis of data, including data entry, database management, and generating reports.
- Providing training and support to staff and students on the use of ICT resources and tools.
- Supporting various ICT projects, including research, documentation, and implementation.
- Assisting in the setup, configuration, and management of network infrastructure.
- Helping to implement and monitor security measures to protect the university's ICT resources.
- Creating and maintaining documentation for systems, processes, and procedures.
- Contributing ideas for improving ICT services and solutions within the university.
- Assisting to prepare and organize materials such as worksheets, lesson plans, and visual aids.
- Assisting in the delivery of lessons, leading discussions or laboratory sessions.
- Occasionally taking lectures in the absence of some lecturers.
- Taking attendance, collecting homework's and managing other routine administrative tasks.
- Assist in grading assignment and recording grades

Aug 2018-Sept 2018.

Ghana Water Company Limited, Tamale (GWCL)

Position:

Intern.IT Support Engineer

Responsibilities

- Assist in troubleshooting, diagnosing, and resolving hardware, software, and network issues.
- Help maintain and upgrade computer systems, including hardware components and software applications.
- Support the setup and maintenance of local area networks (LANs) and wide area networks (WANs).
- Assist in implementing and maintaining cybersecurity measures to protect company data and systems.
- Work on data entry, database management, and ensuring data integrity and security.
- Respond to user requests for technical assistance and provide solutions to IT-related problems.
- Create and update technical documentation, including user manuals and system operation guides.
- Support various IT projects, such as software development, system upgrades, and implementation of new technologies.
- Assist in training staff on new software and technologies.
- Maintain good communication and positive working relationships with staff and other stakeholders.
- Obtaining data from GPS device for new service data for mapping.
- Respond to database related queries and issues in a timely fashion.

SOFT SKILLS:

- **Problem-Solving:** Tackling complex issues across various IT domains
- **Communication:** Explaining technical concepts to non-technical stakeholders
- **Team Collaboration:** Working seamlessly with cross-functional teams
- **Time Management:** Juggling multiple projects and deadlines
- **Adaptability:** Staying current with emerging technologies and trends
- **Leadership:** Leading projects and guiding team members
- **Critical Thinking:** Analysing situations and making informed decisions
- **Creativity:** Innovating solutions to unique challenges
- **Customer Service:** Addressing client needs with efficiency and empathy
- **Networking:** Building and maintaining professional relationships
- **Strategic Planning:** Aligning IT initiatives with business goals
- **Resilience:** Handling setbacks and persisting with a positive attitude
- **Detail-Oriented:** Maintaining accuracy and precision in your work
- **Negotiation:** Finding common ground and reaching agreements
- **Conflict Resolution:** Handling disputes and finding amicable solutions

PROJECTS:

Project 1:	Point of Sale System Using Visual Basic.Net and Microsoft Access
Project 2:	School Management System Using PHP, JavaScript, MySQL
Project 3:	School Billing Software Using C++
Project 4:	Database Management System Using VBA and SQL
Project 5:	Network Infrastructure Setup (Server Room)

Referees:

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