

ADWOBA NENGE BOTA

IT SYSTEMS ADMINISTRATOR

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Professional Summary

Seasoned IT professional with 5 years of expertise in infrastructure management, project leadership, IT support, and more. I bring on board my years of IT knowledge alongside competencies in teamwork, project planning, public speaking, and ideation. Currently expanding expertise in cloud computing and seeking opportunities to apply these skills in innovative projects and new environments.

Skills

- AWS Cloud computing
- Operating Systems: Windows 11/10, Windows Server 2012R
- Databases: PostgreSQL, MySQL
- Data Centre & Servers: Support of Virtualised Server Infrastructure
- CMS & Web Development: HTML, CSS, WIX
- IT training, Helpdesk Support, ADDS support and administration
- Software & hardware installation and troubleshooting.
- MS 365 Support & Administration, Microsoft Office proficient
- Project planning and management, Forecasting, Research, Documentation

Work Experience

SYSTEMS ADMINISTRATOR

Jun 2020 – Present | Petroleum Commission, Accra

- Maintain 99% uptime for the on-premises Data Centre to ensure staff have access to network resources.
- Design and deliver comprehensive IT training to upskill staff on information systems to improve IT tools efficiency and minimize damage to IT equipment.
- Collaborate with OEMs and partners to ensure timely application of server updates and troubleshooting of server-related issues.
- Support IT procurement processes by evaluating vendor proposals, drafting product specifications, and post-delivery verification of IT equipment to ensure adherence to specifications.
- Maintain secure user access, billing, licenses and credential management for over 240 users, leveraging Windows Active Directory and Microsoft 365 Admin Centre.
- Diagnose and resolve network connectivity issues impacting VoIP phones, VLANs, access points, and printers, ensuring optimal network performance and experience for staff.

NATIONAL SERVICE: HELP DESK SUPPORT

Sept 2017 – Aug 2018 | Petroleum Commission, Accra

- Spearheaded the development of the Ghana Petroleum Register, ensuring prompt deployment
- Created a workshop for simultaneous computer setup and troubleshooting which cut down support time from 3 days to a day to enhance IT efficiency and boost client support.
- Maintained antivirus protection for close to 150 computers through an Antivirus server to minimize threats and malware penetration corporate-wide.
- Provided in-person and remote support to over 100 clients ensuring smooth operation of IT services.
- Collaborated on planning and execution of the core repository for the Seismic and Well database.
- Monitored Data Centre room temperature to ensure they are within acceptable limits of between 18–24° Celsius and diagnose high temperatures.

Projects & Achievements

PERSONAL PORTFOLIO WEBSITE

Designed and developed an impactful portfolio website on WIX, showcasing my comprehensive resume, compelling pitch, diverse projects, and other notable achievements as part of the ALX Foundation program. The website serves as a dynamic platform to highlight my skills, experiences, and aspirations, fostering engagement that leaves a lasting impression on visitors. Link: [adwobsintech](#)

FIRST VIRTUAL CONFERENCE: LOCAL CONTENT CONFERENCE & EXHIBITION

Collaborated in the team responsible for broadcasting the first and only virtual conference through Microsoft Teams as well as handling registration and website development. The Petroleum Commission holds this conference yearly to promote local content activities. However, due to the pandemic, the conference could not be held physically

IT TRAINING

Collated frequently reported IT issues alongside other relevant IT information to create custom-made training for staff to increase knowledge in ICT and bridge the skills gap. The training is aimed at mitigating user negligence which leads to IT asset damage and insecurity on the network. It also equips staff to be better users of their devices.

PETROLEUM REGISTER WEBSITE

Collaborated in a team of five comprising two supervisors, a content writer, and a UI/UX designer to complete website development on WIX within a tight two-month timeframe, aligning with the deadline set by the energy minister. The website serves as a comprehensive resource for the public, offering pertinent details on petroleum activities, including basin information, operators, and permits. In October 2024, I coordinated the migration and upgrade of the same website to WordPress as part of an initiative to unify all corporate websites on Bluehost and improve monitoring and development. Link: [Register](#)

Learning & Development

Microsoft 365 Certified: Fundamentals, Microsoft

Ability to describe cloud concepts, Microsoft Apps and services, pricing, licensing and support and the security of the Microsoft 365 environment.

AWS Certified Solutions Architect – Associate, ALX

Design and deploy secured and robust applications, demonstrating knowledge of architectural design principles and implementation following AWS Well- Architected Framework

Administer Active Directory Domain Services, Microsoft

Validates the ability to administer AD DS including tasks like managing user accounts, groups, organizational units and group policies

AWS Certified Cloud Practitioner, ALX

Validates foundational knowledge of AWS cloud and services such EC2, Amazon S3, VPC, IAM and various others.

AI Career Essentials & Foundation Program, ALX

Adapting AI tools for effective work, AI prompt engineering, career development tools, time management.

McKinsey Forward Program, McKinsey & Company

Focuses on critical workplace skills such as Leadership, communication, adaptability, teamwork and problem-solving.

Computer Networks Basics, Cisco Networking Academy

Fundamentals knowledge of computers and mobile devices, basic troubleshooting tools and techniques

Responsive Web Design Certificate, FreeCodeCamp

300 hours of training in HTML and CSS for web development and design

Education

MSC NETWORK MANAGEMENT & CLOUD COMPUTING

Dec 2019 | Middlesex University

Relevant courses: Virtualization and Cloud computing, network management, computer networks

BSC MANAGEMENT INFORMATION SYSTEMS

Jun 2017 | Ashesi University

Relevant courses: Leadership, Databases, Operating Systems, Web Technologies, Networks

References

Available upon request