

SAMUEL KWABENA SARPONG

IT & CLOUD OPERATIONS LEADER | CYBERSECURITY & NETWORK INFRASTRUCTURE | ENTERPRISE CHANGE MANAGEMENT

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EXECUTIVE SUMMARY

IT and Cloud Operations leader with 7+ years driving enterprise-wide technology transformation for a \$100M-revenue FinTech serving 700 employees and national-scale partners (GHIPSS, Ghana.Gov, Sportybet, ECG). Proven record designing and deploying secure network and cybersecurity infrastructure, leading AI-powered threat detection rollouts, and building learning organizations that accelerate adoption of new systems. Multi-cloud practitioner (AWS, Azure, GCP) with hands-on expertise in IAM, SIEM/IDS-IPS, and ISO 27001 / PCI-DSS compliance. Recognized for translating complex technical change into measurable business outcomes and organizational readiness.

CORE COMPETENCIES

Network & Security

TCP/IP, LAN/WAN, Subnetting, VPN, DNS/DHCP
pfSense, FortiGate, Sophos, SIEM, IDS/IPS, IAM

Cloud & Platforms

AWS (EC2), Microsoft Azure, Google Cloud
Microsoft Entra ID, Kubernetes, Microsoft 365

Leadership & Delivery

Change Management, Stakeholder Engagement
L&D Program Design, AI Automation (Zapier, ElevenLabs, Claude)

SIGNATURE ACHIEVEMENTS

- Architected and led deployment of a secure, modernized network infrastructure across every Hubtel satellite office, hardening the FinTech's national footprint against evolving cyber threats.
- Directed migration of 700 employees onto 3CX unified communications integrated with an ElevenLabs AI voice agent — delivering next-generation call automation with minimal business disruption.
- Deployed Darktrace AI-powered IDS/IPS for continuous, full-network traffic visibility and real-time threat detection, materially strengthening the organization's security posture.
- Founded and scaled Hubtel Academy end-to-end — the company's corporate learning and development arm — from concept to a fully operational function serving a 700-person workforce.

PROFESSIONAL EXPERIENCE

Manager / Lead Facilitator — Hubtel Academy

May 2023 – Dec 2025

Hubtel Ltd, Accra, Ghana

FinTech, \$100M+ annual revenue, 700 employees; partners include GHIPSS, Ghana.Gov, Sportybet, Electricity Company of Ghana

- Built and led Hubtel Academy from the ground up, establishing it as the company's official learning and development function and the engine for enterprise-wide technical adoption.
- Designed and delivered organization-wide training programs aligned to major business and structural changes, enabling every department to adapt quickly with minimal productivity loss.
- Drove change management for company-wide transitions, guiding cross-functional teams through new systems and ways of working using structured adoption frameworks.
- Owned the company's learning management systems, dashboards, and reporting, ensuring leadership had consistent visibility into training impact and workforce readiness.
- Introduced decision-making frameworks adopted across teams, improving the speed, clarity, and consistency of execution at scale.

IT Support Officer

May 2020 – Aug 2023

Hubtel Ltd, Accra, Ghana

FinTech, \$100M+ annual revenue, 700 employees; partners include GHIPSS, Ghana.Gov, Sportybet, Electricity Company of Ghana

- Owned Identity and Access Management (IAM), endpoint compliance, and Microsoft Entra ID administration for the full 700-employee organization.
- Managed and maintained on-premises servers, access points, printers, VPN, and 3CX VoIP, implementing enterprise network routing and switching protocols.

- Led a team of IT officers resolving software, network, and communications-system issues, including IAM and SIP log analysis for threat detection.
- Administered SIEM tooling and company-wide firewalls, proactively identifying and mitigating endpoint threats and security risk.
- Served as primary technical liaison to external auditors (Digital Jewels Limited, GxTi International Group) for ISO 27001 and PCI-DSS compliance, keeping Hubtel certification-ready before and after audits.
- Provisioned and managed the Darktrace AI cybersecurity platform to deliver active, always-on defense against advanced cyber threats.

Enterprise Solutions Specialist

Dec 2019 – May 2020

DERL IT Solutions, Accra, Ghana

- Assessed complex enterprise technology challenges and proposed tailored cloud, ERP, CRM, and security solutions that drove measurable business growth for client organizations.

Technology Support Services — National Service

2018 – 2019

Standard Chartered Bank, Accra, Ghana

London-headquartered multinational bank listed on the LSE, with the majority of profit generated across Asia, Africa, and the Middle East

- Provided technical support across a global staff base, troubleshooting end-user issues and configuring enterprise collaboration and unified communications for international connectivity.
- Partnered with a cross-country technology team to resolve computer-related risks and maintain compliance standards.

Administrative IT Support Officer — Intern

2017

Merton International School, Accra, Ghana

- Managed administrative network and internet connectivity and delivered hands-on technical support to teaching staff, including OS and application installs, upgrades, and updates.

EDUCATION

IT Support Professional Certificate — Google	2026
Management Essentials — Harvard Business School	2025
Bachelor of Science, Information Technology — University of Education, Winneba	2017
Professional Diploma, IT (Network Engineering) — NIIT	2016
High School Diploma — Wesley Grammar School	2013

CERTIFICATIONS & LEADERSHIP

- Google IT Support Professional Certificate
- Professional Diploma in Networking
- President, Information Technology Association of Ghana — BlueCrest Chapter (2016–2017)
- IT Support Manager (2022–2023) and Hubtel Academy Manager (2024–2025) — internal leadership progression at Hubtel

LANGUAGES

English — Full Professional Proficiency