# Samuel Kwabena Sarpong

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## Professional Summary

IT and Management professional with 6+ years' experience across IT support, cybersecurity, and organizational learning. Proven expertise in leading technology transitions, building learning frameworks, and driving adoption of decision-making processes. Strong track record of delivering business impact through infrastructure upgrades, security deployments, and employee training.

## Core Competencies

• Network Engineering & Security (Firewalls-pfsense, FortiGate, Sophos, VPNs, IAM, Cybersec Solutions-Darktrace)
• System Administration & Integration (AWS, Google Cloud, Azure, EntraID, Power Apps, Powershell, JSON,HTTP requests)
•VoIP & Collaboration Tools (3CX, SIP, CRM/ERP-SAP, Ms. Office 365, SharePoint, Google workspace)
• AI proficiency (Azure, Open Ai & other LLMs)
• Organizational Learning & Change Management

## Professional Experience

### Hubtel Ltd – Accra, Ghana

Lead Facilitator & Manager, Hubtel Academy (May 2023 – Present)

• Designed and facilitated organization-wide training programs aligned with change initiatives.
• Implemented a Learning Management System and led a team of editors, researchers, and trainers.
• Improved efficiency of onboarding by launching 15 training courses in one year.

IT Support Officer (May 2020 – Aug 2023)

• Managed Azure,EntraID administration.
• Engineered network solutions, configured servers, VPNs, and VoIP systems across six satellite offices.
• Deployed Darktrace cybersecurity monitoring and strengthened firewall protection.
• Provided end-user support for 700+ employees across multiple sites.

### DERL IT Solutions – Accra, Ghana

Enterprise Solutions Specialist (Dec 2019 – May 2020)

• Drove business growth by translating complex client challenges into tailored enterprise technology solutions
• Mapped out how enterprise tools (cloud, ERP, CRM, security) that aligned with organizational goals.
• Enabled seamless adoption by training stakeholders and ensuring successful rollout of new solutions.

***Standard Chartered Bank – Accra, Ghana***

Technology Support Officer (Sep 2017 – Dec 2019)

• Executed enterprise software deployments, upgrades, and advanced troubleshooting
• Deployed enterprise software, AD, upgrades, and advanced troubleshooting.


***Merton International School – Accra, Ghana***

Administrative IT Support Intern (Feb 2016 – Mar 2016)

• Provided IT support for end-users by troubleshooting system issues and maintaining network connectivity across campus infrastructure.
• Centralized file storage using SharePoint


## Education & Training

Harvard Business School Online – Management Essentials (2025)
University of Sunderland– MSC Information Technology Management (2024-2025)
CompTIA A+ Network Security (2024)
BlueCrest College Ghana – BSc Information Technology (2016 – 2017)
NIIT Ghana – Professional Diploma in Networking (2013 – 2016)
Wesley Grammar School – Business (2009 – 2013)


## Key Achievements

• Deployed secure network infrastructure across six Hubtel satellite offices.
• Configured and migrated 700 employees to a unified comm. system (3CX phone system).
• Launched Hubtel Academy, scaling internal training through a new LMS.


## Professional Memberships

• Member, Institute of Electrical and Electronics Engineers (IEEE) – Region 8

• Learning DevCamp Council of training-USA


## Leadership & Awards

• Manager, Hubtel Academy (2024 – Present)
• President, IT Association of Ghana (BlueCrest Chapter) (2016 – 2017)
• Best IT Student, Best Student Leader & Overall Best Student – BlueCrest College (2018)


## Interests

Traveling and exploring diverse cultures.