

SELASSIE KWADWO AMETAME

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PROFESSIONAL SUMMARY

Results-driven IT professional with 5+ years of experience spanning IT support, systems analysis, data analysis, and digital marketing analytics. Hands-on with MySQL, Power BI, and Microsoft Office Suite for data querying, visualization, and reporting. Proven track record of diagnosing and resolving technical issues, managing software deployments, and documenting IT processes in fast-paced environments. Holds a BSc in Business Information Technology and recent certifications in Data Analytics and AI essentials. Seeking a role as a Data Analyst or IT Support Specialist where technical skills and analytical thinking drive measurable business outcomes.

CORE COMPETENCIES

- SQL / MySQL
- Systems Analysis & Process Improvement
- Data Reporting & Interpretation
- Microsoft Office Suite (Advanced)
- Power BI & Data Visualization
- Technical Documentation
- Network & Software Administration
- UI/UX Design Fundamentals
- IT Troubleshooting & Helpdesk Support
- Hardware & Software Diagnosis
- Digital & Marketing Analytics
- Information Security Basics

WORK EXPERIENCE

IT Systems Administrator

Cecile Preparatory School | Accra, Ghana | January 2021 – Present

** Role also included administrative and instructional responsibilities; tech and systems work highlighted here.*

- Administered and maintained school-wide IT infrastructure including hardware, software, networks, and user accounts, ensuring 99%+ system uptime.
- Diagnosed and resolved hardware and software faults across 30+ workstations, reducing recurring technical issues through root-cause analysis and documentation.
- Designed and implemented IT process workflows and SOPs, improving operational efficiency and reducing resolution time for recurring faults.
- Collected and analyzed student enrollment and operational data to support management decision-making, applying data-driven reporting techniques.
- Managed software licensing, updates, and patch deployments, maintaining compliance and system security across all devices.
- Produced technical reports and data summaries for school leadership using Microsoft Excel and structured data documentation.

IT Support Specialist

Ridge Church School — National Service | Accra, Ghana | September 2019 – December 2020

- Served as the sole IT support resource, handling end-to-end diagnosis and resolution of hardware, software, and connectivity issues for 50+ staff members.
- Performed routine software updates, patch management, and system maintenance, ensuring stable and secure IT operations.
- Documented IT processes, fault logs, and resolution procedures, building an internal knowledge base that reduced repeat support requests.
- Analyzed patterns in recurring technical faults and proposed preventive measures, improving system stability over time.
- Configured and maintained user accounts, peripherals, and local network resources.

Digital Marketing & Data Intern

Yvaya Farms | Accra, Ghana | June 2018 – August 2018

- Tracked and analyzed social media performance metrics, translating data insights into content strategy adjustments that grew the company's following by 35%.
- Compiled campaign performance reports and presented findings to management, supporting data-informed marketing decisions.
- Coordinated digital and in-person campaigns, managing timelines, assets, and performance tracking end-to-end.

EDUCATION

BSc (Hons) Business Information Technology — Second Class Lower

University of Greenwich | London, United Kingdom | September 2015 – November 2018

Advanced Diploma in Business Information Technology (HND)

IPMC College of Technology, Labone | September 2016 – August 2017

Diploma in Business Information Technology

IPMC College of Technology, Labone | September 2015 – August 2016

CERTIFICATIONS

Certificate of Participation — Data Analytics | ALX | September 2024

Certificate of Participation — AI Career Essentials | ALX | May 2024

Certificate of Completion — Fundamentals of Digital Marketing | Google | March 2023

Certificate of Completion — Information Security Fundamentals | Cybrary | February 2021

TECHNICAL SKILLS

Languages & Databases	MySQL (querying, joins, aggregations)
Data & Reporting Tools	Microsoft Power BI, Excel (pivot tables, VLOOKUP, charts), data dashboards
IT Support & Systems	Hardware/software troubleshooting, OS configuration, patch management, helpdesk
Networking & Security	LAN/WAN basics, user account management, information security fundamentals
Design & Development	UI/UX design principles, front-end web development fundamentals
Productivity Suite	Microsoft Word, Excel, PowerPoint — advanced proficiency
Documentation & Reporting	SOP writing, fault logging, technical reports, process documentation

REFERENCES

Available upon request.