

RICHMOND NSIAH DUAH

IT SYSTEMS & SECURITY PROFESSIONAL

contact@richmonduah.dev

PROFESSIONAL SUMMARY

Versatile IT professional with over three years of hands on experience in systems administration, technical support, and infrastructure management. Proven track record of securing user environments, managing access controls, and deploying modern containerized solutions. CompTIA Security+ and AWS Certified Cloud Practitioner certified, combining expertise in Office 365 administration, network security, and cloud technologies to support robust, scalable operations.

CORE SKILLS

- **Infrastructure & Support:** Incident management, access provisioning, remote desktop troubleshooting, Jira Service Desk familiarity.
- **Systems & Hardware:** Mac OSX, Windows 10/11, Windows Server, Linux (Kali, CentOS), AWS.
- **Security & Compliance:** Identity and Access Management (IAM), Nmap, GDPR compliance, security awareness training.
- **Productivity Tools:** Office 365, Teams, SharePoint, OneDrive.
- **Video & Audio Editing:** Sony Vegas, Da Vinci Resolve, Adobe Premiere Pro, FL Studio.
- **Scripting & Networking:** PowerShell, Bash, Python, TCP/IP, DNS, DHCP, VPN support.

PROFESSIONAL EXPERIENCE

Technical Staff & Assistant Video Editor

Ghana Broadcasting Corporation, Garden City TV | Nov 2023 to Oct 2024

- Provided tier 1 and tier 2 ad hoc technical support for staff members, rapidly triaging 5 to 15 critical walk up and phone requests weekly to minimize production downtime.
- Prioritized urgent broadcast system issues and network connectivity repairs in a fast-paced environment, ensuring 99%+ uptime without a formal incident management platform.
- Administered user access management including account creation, modification, and deactivation while maintaining strict security protocols.
- Implemented cybersecurity hygiene practices including secure file transfers, email security awareness, and malware prevention measures.
- Coordinated system upgrades and software deployments, minimizing disruption to daily operations through careful planning and user communication.
- Assisted in the editing of video news articles, documentaries, and other related video and audio media intended for broadcast.

IT Consultant

Kumasi Roman Catholic Girls' Model JHS | Jan 2022 to Nov 2023 & April 2025 to May 2026

- Delivered comprehensive technical support to faculty and staff members, facilitating the implementation of the Ministry of Education School Selection software and managing accurate student data entry.
- Trained faculty and administrative staff on cybersecurity best practices and the proper handling of sensitive student information, focusing on physical security controls such as restricting student device access and mitigating shoulder surfing risks.
- Managed secure user access provisioning for students and staff across multiple systems, maintaining appropriate permissions and role-based access control.
- Maintained network security controls and responded promptly to security incidents including unauthorized access attempts and potential malware infections

TECHNICAL PROJECTS

Containerized School Management System

Kumasi Roman Catholic Girls' Model JHS

- Deployed and configured the Gibbon open-source education platform using Docker to serve approximately 250 students.
- Managed PHP environment settings and implemented custom grading scale and attendance modules to meet specific administrative requirements.

PROFESSIONAL SIMULATION PROGRAMS

- **Mastercard Cybersecurity:** Identified and reported phishing threats, developed security awareness training programs for business teams.
- **Datacom Cybersecurity:** Investigated cyberattacks, produced incident reports with remediation recommendations, conducted risk assessments.
- **Tata Consultancy Services:** Implemented identity and access management solutions, documented technical processes for stakeholders.

CERTIFICATIONS

- AWS Certified Cloud Practitioner (CLF-C02), 2026
- CompTIA Security+ (SY0-701), 2025

EDUCATION

Bachelor of Science (BSc), Information Technology

Knutsford University College, Accra (2019 to 2023)