

Gershon Adjei Otinkorang

IT Systems & Network Administrator

Accra, Ghana · Relocating to St. John's, NL, Canada, August 2026
+233 (0) 55 466 4733 · contact@gershon.one · gershon.one

PROFESSIONAL SUMMARY

IT and network administration professional with 5+ years of experience managing enterprise network infrastructure, ERP systems and IT operations across private and public sector organisations in Ghana. Hands-on expertise configuring and securing MikroTik-based networks, deploying and troubleshooting Starlink satellite internet, and administering Frappe/ERPNext and Odoo across multi-site environments. Beginning a course-based MSc in Computer Science at Memorial University of Newfoundland in August 2026, focusing on network security and intrusion detection. Seeking an IT or network administration role in Canada.

CORE COMPETENCIES

Network Administration (MikroTik RouterOS, CCR2004, VPN/WireGuard, Firewall Hardening) · Starlink & Satellite Networking · ERP Administration (Frappe/ERPNext, Odoo) · Server & System Administration · Cloud Platforms (AWS, Google Cloud, Cloudflare Tunnel) · IP Camera & CCTV Systems · IT Support & Troubleshooting · Web Development (PHP, .NET, MySQL, HTML5/CSS3/JavaScript, WordPress) · IT Security & Compliance · Technical Documentation · Cross-Team Collaboration

PROFESSIONAL EXPERIENCE

IT Support Officer

Greenhouse International Development Group Ghana Ltd. · Engineering & Design Department, Ghana · October 2023 – Present

- Administer and secure a multi-site network built on MikroTik CCR2004 routers, including dual Starlink WAN deployments with port-based failover, bandwidth queuing and firewall hardening on RouterOS 7.x.
- Manage and maintain production servers and the company ERP system (Frappe/ERPNext, Odoo), ensuring reliable performance, data integrity and support for engineering and operational workflows.
- Diagnose and resolve complex connectivity issues, including fibre-optic link failures and routing-related latency problems, minimising downtime across departments.
- Provide tier 1–2 IT support and troubleshooting for hardware, software and network issues company-wide.
- Design, deploy and manage IP camera and CCTV systems for facility security and monitoring.
- Manage corporate websites and e-commerce platforms, maintaining uptime and functionality.
- Act as departmental supervisor in the absence of the Engineering & Design Manager, overseeing local staff and workflow.
- Lead recruitment and structured technical interviews for IT Officer hires; developed job postings and interview guides.
- Procure IT hardware and software licences, and enforce IT policy and licensing compliance.

Lead IT Officer

Prop-Tis GH Limited · IT / Advertising Department, Ghana · March 2022 – October 2023

- Developed and managed the company's real estate listing platform, improving performance and user experience.
- Implemented SEO strategies that increased organic visibility and web traffic.
- Supervised creative production teams across video, photography and graphic content.
- Managed social media channels, planning and scheduling content to grow audience engagement.
- Delivered IT support across the organisation, troubleshooting hardware, software and network issues.
- Implemented and maintained data backup systems to safeguard company information.
- Compiled and analysed performance reports across digital platforms to inform marketing and operational decisions.

Project Assistant (Contract)

Kaysens Group & Kwaaba Foundation · Ghana · January 2021 – March 2022

- Coordinated project plans, timelines and personnel allocation to support efficient delivery.
- Managed daily project office operations, documentation control and stakeholder communications.
- Stood in for the Project Manager as needed, overseeing tasks to ensure deadlines were met.
- Designed and developed websites and graphic content to support project branding and communications.

IT Specialist (National Service Personnel)

Origin8 Advertising Ltd. · Creative Department, Ghana · September 2020 – December 2020

- Designed and developed websites supporting client and internal projects.
- Provided IT support for staff, resolving hardware and software issues to minimise downtime.
- Produced creative assets for marketing and advertising campaigns in collaboration with the creative team.

Management Information Systems Intern

Volta River Authority · Ghana · September 2017 – January 2018

- Managed and updated the organisation's website, ensuring accuracy and functionality.
- Diagnosed and resolved network connectivity issues and configured hardware for staff use.
- Installed and configured server and client operating systems to meet operational needs.

Sales Executive & Hardware Repair Technician

RichWorld Mobile Devices / Accessories Enterprise · Ghana · June 2016 – September 2017

- Diagnosed and repaired mobile hardware issues, restoring functionality and extending device lifespan.
- Maintained inventory records and supported customers with product selection and after-sales service.

EDUCATION

MSc, Computer Science (commencing)

Memorial University of Newfoundland, St. John's, Canada · From August 2026 · Course-based, network security and intrusion detection

BSc, Information Technology

Kwame Nkrumah University of Science and Technology, Ghana · 2022 – 2024 · Second Class Honours, Upper Division

Higher National Diploma, Information & Communication Technology

Takoradi Technical University (NABPTEx), Ghana · 2017 – 2020 · Second Class, Upper Division

CERTIFICATIONS

AWS Certified Cloud Practitioner

Amazon Web Services · July 2024 – July 2027 · Credential 22299d8c82674d9fa309d05ac2c872a6

LinkedIn Marketing Strategy · LinkedIn Marketing Fundamentals

LinkedIn · 2022 · Credentials swvppej77qan, 3ppmhqxobvk8

Google Digital Skills

Google · October 2020

TECHNICAL SKILLS

IT & Systems Hardware support · System administration · Software support · Electrical wiring · CCTV installation · Starlink installation · ERP management (Frappe/ERPNext, Odoo)

Cloud & Network MikroTik / RouterOS · Cloudflare Tunnel · AWS · Google Cloud Platform · Domain management · VPNs (WireGuard) · Server management

Web WordPress · PHP · C++ · .NET Framework · MySQL & SQL · HTML5, CSS3, JavaScript · Git / GitHub · SEO

Professional Project coordination · Cross-team collaboration · Problem solving & diagnosis · Technical documentation · Confidential data handling · Self-directed learning · Remote work