Ernest Konadu Ofori

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PROFESSIONAL SUMMARY

Solutions Architect with 5+ years of client-facing technical experience spanning solution scoping, cloud architecture, delivery support, and systems implementation. Proven ability to translate business needs into scalable, profitable, and operationally sound solutions.

Experienced in pre-sales discovery, technical estimation, workflow design, QA-aligned delivery, and post-handoff support across enterprise systems and cloud platforms (AWS & GCP). Strong collaborator with Sales, Operations, and Delivery teams, consistently reducing delivery risk through proactive reviews, documentation, and throughput alignment.

Certified Amazon Wed Service (AWS) Solutions Architect and GCP Professional Cloud Architect, with hands-on experience designing production-grade systems, defining assumptions, and supporting live delivery at scale.

CORE SKILLS

- **Infrastructure & Automation :** Kubernetes, Docker, Terraform, GitHub Actions, Jenkins.
- **Cloud Platforms:** AWS, Google Cloud Platform.
- **Monitoring & Analysis:** AWS CloudWatch, GCP Monitoring, Root Cause Analysis, Incident Management
- **Customer Support:** Jira, AnyDesk, Ticket & Case Lifecycle Management.
- **Networking & Systems:** Windows Server, Linux, VPNs, Firewalls, Disaster Recovery

CERTIFICATIONS

Sep 2025 – Sep 2027	Google Cloud Professional Cloud Architect
Nov 2024 – Nov 2027	Amazon Web Services Certified Solutions Architect
Jul 2024 – Jul 2027	Amazon Web Services Certified Cloud Practitioner

EDUCATION

Oct 2015 – Dec 2019	Bachelor of Science in Information Technology

- Kwame Nkrumah University of Science and Technology, Ghana.

WORK EXPERIENCE

Jan 2023 – Present	**Systems Implementation Officer** **CITSYS Ltd	Banjul, The Gambia [*https://www.sshfc.gm/*]**

- Led solution design and implementation support for a nationwide Social Security Management Information System, serving 100,000+ users.
- Participated in client discovery and requirement clarification, translating operational needs into technical delivery plans.
- Supported hybrid cloud architecture decisions, aligning system design with scalability, security, and operational throughput.
- Conducted weekly delivery reviews, proactively identifying blockers and escalating risks before impacting timelines.
- Designed documentation, QA processes, and knowledge bases, improving delivery consistency and reducing repeat issues.
- Partnered with IT and cloud engineers to ensure secure, high-availability infrastructure aligned with enterprise IAM and compliance strategies.

Nov 2022 – Jan 2023	**IT Systems Administrator** **AGEN Business Consult	Accra, Ghana [*https://agenconsultgh.com/*]**

- Administered Microsoft Server 2012 environments, strengthening data security and business continuity.
- Supported enterprise clients through technical scoping, issue analysis, and delivery support.
- Executed change management and update planning, ensuring minimal disruption to live systems.
- Documented recurring issues and delivery insights to support continuous improvement and estimation accuracy.
- Resolved over 20 user technical cases weekly, achieving a 95% resolution rate using AnyDesk for remote support and Jira for incident tracking.
- Conducted proactive monitoring and troubleshooting, reducing downtime by 30%.

Jan 2019 – Jun 2022	**IT Systems Administrator** **CITSYS Co. Ltd	Accra, Ghana [*https://citsys.com/*]**

- Managed enterprise systems including ERP and POS platforms for clients such as Shoprite Ghana, Mr. Price, and Yes Chef Restaurant.
- Ensured 99.5% uptime through monitoring, ticket triage, and fast incident response.
- Configured backup and disaster recovery (DR) strategies, reducing recovery time by 40%.
- Collaborated with cross-functional teams on system upgrades and early cloud adoption initiatives.