Ernest Yaw Denkyira

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PERSONAL DATA

(a) Family Name: DENKYIRA
(b) First Names: Ernest Yaw
(c) Place of Birth: Nkwatia Kwahu, GHANA
(d) Gender: Male

WORK EXPERIENCE

(a) The Institute of Chartered Accountants (Ghana)
      ICT Manager (Head of ICT Department) - 08/2012 to present
- Develop and oversee, in co-operation with the management team, the ICT Strategy and its Implementation processes, and the annual operating plans and budgets of the Institute.
- Plan, Develop, and Implement an overall ICT Security Policy for the Institute.
- Advise management on the security and strategic direction of key electronic resources including web applications, websites, and information database systems.
- Oversee ICT support (infrastructure & service technology development, systems support and maintenance) to the Institute's staff, students, and members.
- Review and Manage information processes and resolve gaps or weaknesses.
- Proactively identify and develop new and innovative ways of delivering services to the Institute's stakeholders and the public.
- Supervise and manage the Institute's relationships with vendors and external parties including the servicing and maintenance of contracts.
- Develop and Maintain software system to keep real-time records of all assets of the Institute for effective accounting and management decision processes.

(b) Wisconsin International University College - Accra, Ghana
      Lecturer (Information Technology)   Part-time - 11/2010 to 08/2012
- Taught Computer Programming courses at the undergraduate levels 200, 300, & 400.
- Supervised final year student projects.

(c) The West African Examinations Council (WAEC) – Accra, Ghana
      Systems Administrator (Senior Assistant Registrar) - 10/2008 to 08/2012
- Provided IT Strategy and Operations Advisory to senior Management.
- Engaged in Systems Development & Analysis tasks, and Projects Management.
- Delivered IT / User Support & Management Services.
- Provided Preventive maintenance on Mainframe, Web Servers, Database Server & E-mail Server.
- Successfully Developed and Implemented ICT Policies & Auditing Procedures.

(d) Omega Systems Technology – Accra, Ghana
      IT Services Manager - 01/2007 to 10/2008
- Technical Manager: - Leadership role, responsible for corporate systems analysis, design, & administration and IT support services.
- Business Software Development; Projects Management; and IT Services Management.
- IT Trainer: - JAVA, PHP, VB.NET, Oracle 10g Platform, MCSE, & A+ courses.

(e) IPMC, Tema
      IT Systems Administrator & Instructor - 09/2005 to 01/2007
- Project Leader: - Analysis, Design, Implementation and Administration of a Windows 2003 Client/Server Network Model in the Tema office.

- Degree Programs Instructor: - UK IDCS & IAD Training.
- Provided Tally Accounting System Support to both clients and staff.

(f) Vacuum Generators Ltd – Hastings United Kingdom
   Systems Administrator – 08/2004 to 05/2005
- Project Manager, Developer & Analyst: - Design and Development of Bespoke Business Process Management System using Java, J2EE, JSP, SOFIA, MySQL, ORACLE, Tomcat, UML, and the Eclipse Platform. This system serves as the bridging interface between the company's ERP and CRM systems.
- System Administration and Management of four main network Servers at the engineering site: SCO UNIX Server (Pendine), Fedora Core 3 Linux Server (Bespoke), MS Windows 2003 Server (EMEA), and Novell Netware Server.
- Served as Administrator, Novell System Migration Project: - migration and customization of network users accounts from Novell server to Windows (EMEA domain) server.
- Systems Engineer: - providing technical support to all hardware, software, and networking systems at the factory site.
- Analyst, responsible for analysis, building and configuration of new systems for users.

(g) Carden Park Community Centre Internet Café – Hollingbury, Brighton, UK
   Computer Systems Engineer – 02/2004 to 08/2004
- Responsible for setting up LAN infrastructure using Ethernet Category 5 cables and network protocols including TCP/IP, on MS 2000 Advanced Server / MS 2003 Server / Linux platform.
- Responsible for fixing all hardware, software, and networking problems at the Centre. Assembled new computers for the Centre
- Performed Operating Systems and Firewall systems installations and maintenance.

(h) Frank Jay & Co. Chartered Certified Accountants and Auditors – London, UK
   IT Systems Analyst - 07/2003 to 09/2004
- Analysed, Designed and developed DSS, EIS and GDSS Decision support systems
- Set up LAN infrastructure using TCP/IP and other network protocols on MS 2000 Advanced Server / MS 2003 Server / Linux and UNIX platforms.

(i) AMI Computers – London, UK
   Systems Programmer - 07/2002 to 07/2003
- Developed Intranet front-end applications for specialised sales and QA cycles using the SOFIA Framework (Application Server + SQL Database Client/Server + J2EE Platform + Eclipse and Dreamweaver integration). My role also included coaching external users and developers how to effectively use these systems.
- Responsible for troubleshooting hardware and software problems. Repaired several broken-down computers belonging to the company and customers.
- Documented, created and scheduled corporate systems database administration and backup scripts.
- Provided Sales and Technical Support for several projects and clients.

(j) Omega Systems Technology – Accra, Ghana
   IT Systems Architect & Analyst - 02/1999 to 07/2002

- Led teams on various projects for the Development, and Optimization of E-Business solutions involving the following technologies: Enterprise JavaBeans (EJB), Hyperformix Strategizer, ERP, CRM, Application Definition Notation (ADN), COMNET-III, Cisco Netsys Baseliner, and XSL:FO Transformations.
- Project Manager -   developed DSS, EIS, GDSS, and OLAP - based Decision Support Systems for specific clients for their business process management strategies.
- Technical Manager – 08/2000 to 07/2003 : Responsible for Corporate LAN (Intranet & Extranet) Administration & Management on Windows NT/2000/2003 and Linux Servers using TCP/IP and other network protocols.
- Designed and implemented corporate E-Business solutions using JSP, Java, HTML, SQL, XML, XSLT and JavaScript on Eclipse, SOFIA, and Coldfusion platforms.

- Implemented and administered corporate MySQL/Oracle - based database systems on Windows NT/2000 platforms for the company and for clients.
- Provided proficiency training for staff on introduction of new systems.

(k) Accra Polytechnic – Accra, Ghana
   IT Lecturer (HND Level) – 08/1996 to 09/1998

- Taught and researched on many areas of ICT including:
  Systems Architecture & Analysis, Digital Electronics & Microelectronics, Building an E-Business Infrastructure (LAN & WAN Architectures, TCP/IP, VPNs, QoS, OSI Reference Model, the Internet, Intranets, Extranets, etc.), and Securing E-Commerce Servers & Clients (RADIUS Solution, the TACACS+ Solution, EDI, etc.).
- Established and administered Department Intranet.
- Serviced and repaired Department computers.
- Supervised students' projects.

(l) Trades Union Congress – Accra, Ghana
   Part-Time Hardware Technician,   07/1996 to 02/1998

- Serviced and repaired computers, monitors, printers, fax machines, scanners, etc.
- Proposed, established and managed an efficient E-Commerce Infrastructure for the Trades Union Congress.

EDUCATION AND QUALIFICATIONS

(a) Master of Science (MSc.) in Information Technology for E-Commerce
   09/2003 to 09/2004 at the University of Sussex , Brighton, UK

Main Subjects:
   Internet Technologies, Information Technology Systems, Business Management for E-Commerce, Organisation of Innovation, Managing Innovation, Information Communication Technology Policy and Strategy, Web Based Commerce, Object Oriented Programming, Software Design and Evaluation, Dissertation on: *Formal Specification of Authorisation Policies for the World Wide Web.*

(b) MPhil in Physics (Energy Management)
   09/1997 to 10/1999 (Part I), (Part II did not complete)   at the University of Ghana
Postgraduate Research programme focusing on Energy Management principles.

Main Subjects:
Applied Quantum Mechanics, Solid State Physics , Classical Mechanics, Statistical Mechanics, Meteorology, Principles of Nuclear Physics, and Solar Energy Applications.

(c) Trained as an IT Resource Person for the World Bank's WorLD Project
   01/1999 to 03/1999 by the Economic Development Institute of the World Bank

A very intensive course that greatly enhanced my professional skills in the areas of:
Internet Connectivity, Network Infrastructure Setup and Management, Database Architecture Design and Administration, Hardware and Software Installation and Troubleshooting, Web Design and Deployment.

(d) Bachelor of Science (BSc.) in Physics
   09/1992 to 06/1996 at the University of Ghana, Legon, Accra

Main Subjects:
Digital Electronics, Microelectronics, Computer Hardware Architecture, Microprocessor Architecture, Operating Systems, Software Applications, Applied Mechanics, Statistical Mechanics, Experimental Statistics, Principles of Nuclear Physics, Computer Networks, Business

Management Systems, Solid State Physics, and Material Physics.

(e) GCE Advanced Level
    09/1988 to 06/1990   at Koforidua Secondary Technical School, Ghana

Main Subjects: Physics, Mathematics, Chemistry, and General Paper

(f) GCE Ordinary Level
    09/1983 to 06/1988   at Nkwatia Secondary School, Nkwatia Kwahu, Ghana

Main Subjects:
English, Mathematics, Additional Mathematics, Physics, Chemistry, Biology, Geography, Art

FAMILIAR TECHNOLOGIES

- XML, XSLT, ORACLE, XACML, SAML, RBAC, DTD, CSS, PKI, RADIUS, TACACS+, ADF
- Java, C++, C#, Visual Basic, JavaScript, SQL, EDI, TCP/IP, IPSec, HTML, XHTML, SPSS
- UML, Xlink, Xpath, Xpointer, SAX, DOM, PHP, ColdFusion, SOAP, CORBA, Firewall, Proxy
- Windows 2003/ 2008, UNIX, Mac OS, Apache HTTP Server, Tomcat, DHCP, DNS
- MS Office, Tally, MS SQL Server, MySQL Database, Intranet, Web 2.0, Android
- Corel Draw, AutoCAD, 3ds Max, E-Commerce Applications, CRM, ERP, EIS, GDSS, etc.

PUBLICATIONS

- Ghana and the Information and Communication Technology (ICT): Leapfrogging or Marginalisation - *May 2004*
- Technology & Innovation: the case of Ashanti Anglogold - *February 2004*
- Information and Communication Technologies, Poverty and Development.- *March 2004*
- Architectural & Engineering Design (AutoCAD) Training Manual *September 2002*
- Formal Specification of Security Policies for the World Wide Web (MSc Thesis) - *Aug 2004*
- Using TCP/IP Protocol for Enterprise Networking   - *May 2003*

PROFESSIONAL AFFILIATIONS

- Member, National Information Technology Agency, Ghana (NITA)
- Member, Institute of Physics, UK   -   (MInstP)
- Member, Ghana Institute of Physics -   (GhInstP)
- Student Member, Institution of Electrical Engineers, UK
- Member, World Links for Development (Economic Development Institute of the World Bank)

CONTACTS FOR REFERENCES

1. Dr Henry Konadu
    Operations Director
    Omega Systems Technology
    Accra, Ghana
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2. Mr Eric K. Ofosu
    HR Manager
    ICA Ghana
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