

Roger Oteng Baah BSc., ISO 27001 L.A, ICANN Fellow.

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PERSONAL STATEMENT

A dynamic Certified Network and Security Professional with extensive experience in network design, security, implementation and administration. Adept in troubleshooting networks components as well as the provision of IT support using ITIL v3 framework. Experienced in implementation, administration and support of various firewall platforms, and network security devices. Proficient at managing third party suppliers and committed to providing a first class service and communication to colleague, customers/stake holders (internal and external). Will apply my knowledge and experience to help maintain uptime and stability of networks, enhance its security and ensure that up-to-date documentation is maintained and change processes adhered to.

EMPLOYMENT HISTORY

Network Services Specialist

IBM Ghana

Feb 2015 to Dec 2016

As a Network Services Specialist I apply my expertise in various networking system technology areas which include: routers, networking controllers, switches, firewalls or networking software related to these technologies. Typical examples of the deliverables are building proof-of concept solutions with networking system technology and architecting networking solutions to address client requirements. I work with products or solutions based on any vendor hardware and/or any vendor operating system software. I apply my technical skills to support the operation and maintenance of vendor products, services, and solutions. As part of my support job I have responsibility for sizing, troubleshooting, and critical customer situations.

Some of the key functions include:

- Network Design and Implementation
- Network performance monitoring, reporting and analysis using Orion Network Monitoring system
- Remote access and VPN setup and management.
- CCTV and Access Control System Management
- IBM Storwize V7000 and Storwize V7000 Unified Disk Systems Management
- IBM power 7 hardware infrastructure management
- IBM X - Series hardware infrastructure management

Network Operations Manager

Fidelity Bank Ghana Limited

Aug 2012 to Feb 2015

Reporting to the CIO, I am responsible for overall effectiveness and efficiency of the day-to-day operation of the Bank's network to ensure customer satisfaction. Also I establish and document processes and procedures to troubleshoot routine technical service and equipment problems by analyzing, identifying and diagnosing network and system faults. I also configure and maintain routers, switches, and firewalls for the production network. I ensure capacity planning is performed and is proactive in assessing and making recommendations for improvement. My role also ensures that essential network services are available bankwide and define service levels and service agreements with service providers. I am also responsible for managing the day to day operation of the Bank's Data Center.

Some of the key functions include:

- Network Design and Implementation
 - Network performance monitoring, reporting and analysis using Orion Network Monitoring system
 - VM-Ware System Implementation and Administration
 - CCTV and Access Control System Management
 - APC's Scalable Modular Data Center(SMDC) Infrastructure Monitoring
 - APC's Inrow Cooling and Chiller System Management
 - FM 200 Fire Suppression Systems Management
 - APC Symmetric Intelligent UPS System
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As a member of the infrastructure team, my responsibilities included designing a solid, robust and a secured network infrastructure for the GeGov system deployment. This included the designing, building and management of a Data Center / DR Site and network connectivity to 120 Ghana Revenue Authority (GRA) and Registrar Generals Department (RGD) sites nationwide. This was to create a platform to provide the necessary improvement to the GRA's IT computerization systems and business processes to improve the efficiency and effectiveness of tax administration in Ghana, as well as reduce the time and cost of business registration.

Some of the key functions include:

- Network architecture and Security design (Cisco ASA 5520, Cyberoam 1500ia and Cisco 3845 Router)
- Security Design Implementation
- Develop Network Operation Centre best practices and security procedure
- Network documentation and Visio diagramming
- Design and implementation of Network Operating Centre policies and operational best practices (ITIL).
- Network infrastructure, install, configuration and troubleshooting (Router and switches and Firewalls).
- Network Security administration using Cisco Secure ACS and ASDM
- Administration and management of Cisco ASA 5520 and Cyberoam UTM firewalls and Bluecoat Proxy
- Cisco CallManager Support and Administration
- Network monitoring and management using ManageEngine's OpManager
- 1st Level support center design, installation and configuration with ManageEngine's Service Desk Plus
- Implementation of Configuration Management System Database(CMDB) for the project
- Managing third party suppliers and support companies performance (SLA's).
- Installation and Configuration of IP surveillance cameras and Sagem Biometric Access Control Systems
- Support duties assisting Service Desk and Support teams in troubleshooting issues
- 3rd Line Support for client and uses of the GeGov System
- AVR, UPS and Generator set monitoring and support
- Provide LAN, WAN support including Business Partners, Remote / Teleworkers VPN, Routers, Firewalls
- ISO/IEC 27001:2005 Information Security Management System(ISMS) design and Implementation

Assistant Network Manager

Ghana Community Network Services Ltd. (GCNet), Accra, Ghana

Jul 2008 to Feb 2010

I was responsible for supervising a team of Hardware and Network Officers, also responsible for maintenance and daily troubleshooting of GCNet network. I handled configuration and management of network equipments such as switches, routers and firewalls. I also provided effective technical support to clients and generated network performance reports to measure our Key Performance Indicators (KPI's) against the Service Level Agreements (SLA's) of our service providers.

Key functions include:

- Installation, configuration and support of Network Perimeter equipment
- Specification and implementation of Network Security policies
- Network Audit and Documentation
- Incident and Problem Management
- Configuration Management system for managing routers, switches and firewall configurations
- Log Management using KIWI Syslog
- Establishing and implementing network security Procedures
- Disaster Recovery and Business Continuity Planning.
- 3rd Line Support for GCNet Nationwide Network
- Provide LAN, WAN support including Business Partners, Remote / Teleworkers VPN, Routers, Firewalls

Network Officer

Ghana Community Network Services Ltd. (GCNet), Accra, Ghana

Aug 2003 to Jul 2008

As part of the network team I provided technical analysis in network planning, engineering and design. I also provided a comprehensive end user technical support for all our clients whiles monitoring, reporting and improving network performance through hardware devices such as routers, switches and firewalls.

Key functions include:

- Stabilisation and management of GCNet MPLS network
- Configuration and administration of GCNet and customer's perimeter firewalls, routers and switches
- WAN and LAN design for Managed Services clients and GCNet Business partners
- Setting up secure wireless networks to extend network services when required
- Provision of Network Support (WAN, WLAN and LAN)
- Set up and managed ISDN network (WAN) linking clearing Agents and some MDA's to GCNet/GCMS
- Setup, testing and support of site to site IPSec VPN links to GCNet customers.
- Network Lead responsible for integrating Northern sector network with GCNet Core network and co-coordinating migration of local IT systems and resources
- Supporting Panasonic PABX internal telephone system
- Supervised a team of network technicians to support and maintain over 80 sites nationwide.

Network Technician

Abex Communication and Technologist, Accra, Ghana

Feb 2002 to Jul 2003

As a Network Technician for a Service Provider, I was responsible for planning and implementing Network solutions for all our corporate and individual clients, also responsible for resolving Network problems both at our Network operation Centre (NOC) and client's site.

Key functions include:

- Hardware support (Desktops, laptops, Servers and XDA's, NAS and Backup)
- Server Administration and support. Also supported up 50 seat internet Cafe.
- Network Security administration, Enterprise AV and endpoint security configuration and implementation (F-Secure and Symantec products)
- Managing third party suppliers on behalf of employer and customers
- Adhere to policies and procedures for infrastructure administration, problem resolution, Change and Configuration Management
- Responding to end-user enquiries, providing assurance and updates to same and within SLA resolution
- Worked with department manager and the technical director to formulate plans to apply technology for the improvement and support of corporate and departmental business objectives
- Responsible for managing team in absence of Team Manager

IT Training Coordinator

Elim Computer Training, Accra, Ghana

Jan 2001 to Mar 2002

As an IT Training coordinator, I was responsible for supervising all training activities while partaking in practical training in Computer Software, Hardware and Networking.

Key functions include:

- Evaluate training materials prepared by instructors, such as outlines, text, and handouts.
- Coordinate, schedule and conduct business and technical training for new hires and current employees.
- Organize and develop, or obtain, training procedure manuals and guides and course materials such as handouts and visual materials.
- Monitor training costs to ensure budget is not exceeded, and prepare budget reports to justify expenditures.
- Select and assign instructors to conduct training.
- Identify and assess training needs of staff by conferring with managers and supervisors or conducting surveys.
- Produce training materials for in-house courses as appropriate. Amend and revise materials as necessary, in order to adapt to changes that occur.
- Facilitate the execution of all training plans.
- Periodically, evaluate training effectiveness.
- Acts as a support fielding questions and issues from staff related to the business and / or systems.

KEY SKILLS

- **AAA/Access Control:** Cisco Secure ACS, Steel belted RADIUS, RSA Enterprise Manager
- **Call Management Systems:** Remedy, HEAT, LANDesk, Marval, TouchPaper

- **Cisco IOS:** From 11.0 upwards, SDM and ASDM
- **Directory Service Management:** Windows NT, Active directory, LDAP
- **Firewalls:** Cisco Pix 535, 515E and ASA 5520, Checkpoint NGX R61, R65, Nokia IP 390, IPSO 395, Juniper Netscreen NS-5GT, NS-208T, Palo Alto PA-4050
- **IDS/IPS:** McAfee I-2700, Cisco IDS 4255, Sourcefire IPS Defence Center and 3D Sensor 4.8.x
- **IP Telephony:** Call Manager Administration, QOS
- **Load Balancers:** Cisco ACE, F5 BIG-IP-LTM 6900
- **OS and Directory Services:** Win95, Win NT to WinXP SP3 and Server 2008 – AD and MS Outlook , Linux, Basic Solaris Unix, Mac OS
- **Network Protocols:** IP, ISDN, RIP v1/v2, EIGRP, OSPF, BGP, STP, HSRP, MPLS, VPLS
- **Routers:** Cisco 800 series (ADSL and ISDN), 888GW (ISR), 2600, 2500, 2821, 4000, 3600, 10000, Draytek Vigor 28xx
- **Standards:** ITIL, PRINCE2, ISO27001:2005, ISO20000, ISO15000, PCI DSS.
- **Storage Area Network:** Dell EMC2 Clariion Infrastructure
- **Switches:** Nortel Baystack, 3Com Superstack and Stack builder, Cisco 6500E (CatOS and IOS), 3750E, 3560G, 2969, 3550, 2950 (EMI and SMI), Cisco Nexus 5000, 7000.
- **Network Documentation:** MS Visio, Netviz Professional, Ciscoworks
- **Network Management/Monitoring:** Solarwinds, Ciscoworks, Whatsup Gold, HP Openview, APC Infrastructure central
- **Network Tools:** Wireshark (Ethereal), tcpdump and ManageEngine's Netflow Analyzer
- **Pentest and security tools:** Core Impact, Backtrack 3 & 4, Nmap, Nessus etc.
- **Virtualisation:** Virtual Switching System (VSS), VMware
- **VPN:** IPSEC, SSL, Open VPN
- **Web Proxy/Acceleration:** Cisco Ironport, Bluecoat, Surf Control, Scansafe, Bloxx, Web Marshal
- **Wireless LAN management:** WLSE, WCS, WAP and WEP

EDUCATION

ACADEMIC

Ghana Technology University College (GTUC)

MSc. Telecommunications Management

Accra, GH
Final Thesis submitted

Wisconsin Int. University College

BSc Management and Computer Studies - UCC

Accra, GH
Jun 2009

Kumasi High School

SSCE Certificate in Science (Mathematics Option)

Kumasi, GH
Dec 1998

PROFESSIONAL

University of Texas at Austin

Certificates Project Management

Texas, USA
Nov 2014

Net-Security Training

Certified Information System Security Professional (CISSP) Training

London, UK
Jul 2012

Global Knowledge

Deploying Cisco ASA Firewall Features

London, UK
Jul 2011

ManageEngine, ZOHO Corporation

OpManager

Accra, GH
Jul 2011

ManageEngine, ZOHO Corporation

ServiceDesk Plus

Accra, GH
Jun 2011

CNET Training

Certified Data Centre Design Professional Qualification (CDCDP™)
Certified Data Centre Design (CDCD™), Data Centre Management (DCM)
Data Centre Cooling (DCC), Data Centre Power (DCP), Data Centre Efficiency (DCE)

Bury St. Edmonds, UK
Jul 2010

British Standard Institute (BSI) ISO 27001 Lead Auditor Training	Accra, GH Jul 2010
Center for IT Professional Development (CIPD) IT Service Management (ITIL V3)	Accra, GH Apr 2010
IP Academy Cyberoam Certified Network and Security Professional (CCNSP)	Accra, GH Sep 2009
Learning Tree International - UK Management Skills	Accra, GH May 2009
Learning Tree International - UK Project Management – Skills for Success	Accra, GH Apr 2009
Global Knowledge Securing Cisco Network Devices (SND)	London, UK Jul 2008
Global Knowledge Optimizing Converged Cisco Networks (ONT)	London, UK Aug 2007
Oracle University/NIIT Oracle 10g Administration Professional	Takoradi, GH Sep 2006
Atlantic Computer Training Computer Networking	Accra, GH Dec 2001
Wintech Professional Institute Computer Hardware Engineering	Accra, GH Jun 2000

PROJECT

Network Engineer - GeGov – eGhana Project	Mar 2010
As a Network Engineer on the e-Ghana project my responsibilities includes designing a Data Center / DR Site and implementing a solid, robust and secured network infrastructure for our 120 sites nationwide, this is to create a platform that will provide the necessary improvements to the partner agency's (GRA and RGD) computerized systems and business processes to significantly improve the efficiency and effectiveness of tax administration as well as reduce the time and cost of registering a business	
Project Leader – MPLS Network Migration	Aug 2009
GCNet in conjunction with our major service provider; Comsys Ghana Limited migrated all links from a layer 2 backbone to a new MPLS network to improve security and reliability.	
Project Team Member – Ghana Customs Management System II (GCMS II)	Jun 2009
GCNet rolled out a new web based application GCMS II to replace the older test based version. This involved a total reengineering of our network to make room for the new application. The areas included bandwidth, security, performance and Quality of Service (QoS).	
Project Leader – GCNet Dynamic Routing	Jul 2008
Implemented Dynamic Routing for GCNet/GCMS Backbone network. EIGRP was implemented on multi links with variable bandwidths and delays. Some of the technologies which were used were Microwave radios, Leased lines, E1's and VSAT's.	
Project Leader – GCNet Northern Sector Rollout	Feb 2007
As a network project team leader I was responsible for planning, organizing, and managing all network resources available for the successful deployment of GCNet/GCMS network to Bolga, Navrongo, Paga, Bawku and Kulungugu.	
Project Team Member – Phoenix III	Jun 2006
A member of the network team who designed and implemented a Gigabit network deployment for Phoenix III messaging system for GCMS.	
Project Team Member – GCNET/GCMS Rollout	Jan 2004
As a network project Team Member I contributed immensely to the network and application deployment for the rollout of GCNet/GCMS for CEPS Takoradi, Elubo and Aflao.	

Project Team Member – University for Development Studies (UDS) Network Rollout

Jan 2003

As a network project Team Member I contributed immensely to the installation of LAN, WAN and Internet networks for the University for Development Studies in the Northern Part of Ghana (Tamale, Navrongo and Wa).

INDUSTRY CERTIFICATIONS

ISO 27001 Lead Auditor Certificate	:	2010
Certified Data Centre Design Professional (CDCDP) BTEC Level 5	:	2010
IT Service Management (ITIL V3)	:	2010
Cyberoam Certified Network and Security Professional (CCNSP)	:	2009
Cisco Information Security Specialist (CISS)	:	2008
Cisco Certified Network Professional (CCNP)	:	2008
Cisco Certified Network Associate (CCNA)	:	2007
Microsoft Certified Professional (MCP)	:	2003
CompTIA Network+	:	2003
CompTIA A+	:	2003

MEMBERSHIP ORGANIZATIONS

The Internet Corporation for Assigned Names and Numbers (ICANN) - Fellow
Internet Society (ISOC) - Ghana Chapter - Vice President
African Network Information Center (AFRINIC) - Member
Internet Governance Forum (IGF) – Member

INTERNATIONAL CONFERENCES AND MEETINGS

AFRINIC 19, Abidjan, Cote d'Ivoire	:	Nov 2013
ICANN 50 Public Meeting London, UK	:	Jun 2014
ICANN 51 Public Meeting Los Angeles, USA	:	Oct 2014
Internet Governance Forum (IGF), Joao Pessoa, Brazil	:	Dec 2015
ICANN 55 Public Meeting, Marrakesh, Morocco	:	Mar 2016
ICANN 56 Policy Forum, Helsinki, Finland	:	Jun 2016
ICANN 58 Public Meeting, Copenhagen, Denmark	:	Mar 2017

KEY APPOINTMENTS

Board Member – Ghana Internet Service Providers Association (GISPA)	:	Jan 2011 to 2012
Vice President - Internet Society (ISOC) - Ghana Chapter	:	Nov 2015 to Date

REFEREES

Mr. Philip Prempeh

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