

CHARLES SARFO

IT Professional | AI & Robotics Technologist | Network Administrator

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SUMMARY PROFILE

A highly motivated IT professional holding a Bachelor of Technology in Artificial Intelligence and Robotics, with over three years of progressive, hands-on experience in network administration, IT support, surveillance systems, and technical infrastructure management. Demonstrated leadership as SRC President at Koforidua Technical University, successfully championing student welfare and institutional development initiatives. Skilled in deploying enterprise-grade networking solutions, CCTV surveillance, server management, and AI-driven systems. Passionate about leveraging technology to solve real-world problems, with a proven track record of delivering complex IT projects from design through implementation.

EDUCATION

Bachelor of Technology – Artificial Intelligence and Robotics

Jan 2024 – Oct 2025

Koforidua Technical University, Ghana | CGPA: 3.52 / 4.5

- Major in AI and Robotics, Data Science, and Cloud Computing

Higher National Diploma – Computer Network Management

Jan 2021 – Oct 2023

Koforidua Technical University, Ghana | CGPA: 3.83 / 4.5

- Major in Networking, Programming, and System Administration

PROFESSIONAL EXPERIENCE

Assistant Network Administrator & IT Infrastructure Manager

Aug 2024 – Present

The Peninsula Resort and Golf Club, Akosombo, Ghana

- Designed and maintained the resort's enterprise-wide network infrastructure, ensuring 99%+ uptime for over 200 concurrent users across Wi-Fi, VoIP, and wired systems.
- Deployed and managed UniFi network ecosystems (USG 3P, 24-port PoE switches, UAP 7LR/6LR/6+), achieving seamless roaming and improved signal coverage across 15+ access points.
- Administered Windows Server environments including Active Directory, Hyper-V virtualization, and automated backup schedules to safeguard critical business data.
- Installed and configured over 40 CCTV cameras (Jovision IP system), designing camera placement layouts and integrating NVR/DVR management for 24/7 surveillance monitoring.
- Configured and managed Grandstream VoIP controllers and IP telephony systems for in-house guest and staff communication across 80+ extensions.
- Deployed Starlink satellite internet solutions, conducting site surveys, hardware installation, and latency optimization for reliable high-speed connectivity.
- Provided Tier 1–2 IT helpdesk support to 100+ staff and guests, resolving hardware, software, and connectivity incidents within defined SLAs.
- Enforced cybersecurity best practices including firmware updates, password policies, VLAN segmentation, and firewall rule management.
- Configured and maintained AV systems in conference rooms and event spaces, supporting high-profile corporate functions and international guest events.

National Service – Network Administration & IT Support

Nov 2023 – Aug 2024

The Peninsula Resort and Golf Club, Akosombo, Ghana

- Managed day-to-day network monitoring, fault identification, and resolution across the resort's LAN/WAN infrastructure.
- Conducted structured cabling, cable termination (RJ45/Fiber patching), and hardware installation for new network expansion projects.

- Performed CCTV installation, camera angle calibration, and NVR configuration to expand the resort's surveillance coverage.
- Coordinated conference room AV setups for events, ensuring reliable connectivity and equipment functionality.
- Maintained hardware inventory and assisted in procurement planning for IT equipment and consumables.

IT Support Intern

Oct 2022 – Jan 2023

The Peninsula Resort and Golf Club, Akosombo, Ghana

- Assisted in troubleshooting network connectivity issues across wired and wireless infrastructure.
- Supported installation and configuration of CCTV cameras and network devices under supervision of senior technicians.
- Managed cable termination and hardware replacement tasks, developing hands-on proficiency in physical network infrastructure.
- Maintained IT asset register and stock tracking via Microsoft Excel, improving inventory accuracy by 30%.
- Participated in conference room setup and AV configuration for resort events.

Electrical Systems Intern

Oct 2021 – Dec 2021

Asuogyaman Electricals Ltd., Akosombo, Ghana

- Assisted in the installation, wiring, and troubleshooting of commercial and residential electrical systems.
- Conducted routine equipment maintenance and performance testing to ensure operational safety standards.
- Supported inventory management and contributed to team fault diagnosis and resolution.

KEY PROJECTS

Newport Hotel – Full IT Infrastructure Deployment

2023–2024

End-to-end IT project delivery for a hospitality client

- Designed and deployed a complete enterprise wireless network using UniFi devices (USG 3P, 16-port PoE switch, UAP 7LR, UAP 6LR, UAP 6+), providing reliable connectivity for guests and staff.
- Installed and configured a comprehensive CCTV surveillance system (Jovision IP cameras) with NVR management and remote monitoring access.
- Deployed Starlink ISP solution, handling hardware mounting, network integration, and performance tuning for primary internet connectivity.
- Installed and configured Grandstream VoIP controller and wireless IP telephone system for seamless in-house communication.

Peninsula Resort – UniFi Network Management & Expansion

2024 – Present

Ongoing infrastructure management and scaling

- Managed and continuously optimized the resort's UniFi network ecosystem, handling firmware upgrades, VLAN configuration, and bandwidth management.
- Expanded network coverage during resort renovations, designing AP placement for new wings to maintain seamless roaming.

Private Business CCTV Deployments

2023 – Present

Independent surveillance system installations

- Delivered end-to-end wireless CCTV installations for multiple private business clients, including site assessment, camera placement design, hardware configuration, and client training.

Remote worker

- Provide remote assistance to companies
- Virtual assistant

TECHNICAL SKILLS

- **Networking & Infrastructure:** CCNA concepts, UniFi ecosystem (controller, switches, APs), Hyper-V, Active Directory, VLAN segmentation, VPN, firewall configuration, structured cabling (Cat5e/Cat6)
- **Surveillance Systems:** CCTV installation and configuration (Jovision, IP-based), NVR/DVR management, remote monitoring setup
- **Server & Cloud:** Windows Server administration, server backup and recovery, Starlink ISP deployment, cloud computing fundamentals
- **Software & Programming:** HTML, CSS, JavaScript, PHP, SQL, Python, R Studio, SPSS, Microsoft Excel, JASP

- **Productivity & Design:** Microsoft Office Suite (365), Google Workspace, Graphic Design (Adobe tools), Zotero, EndNote

LEADERSHIP EXPERIENCE

SRC Vice President, Koforidua Technical University

2022–2023 Academic Year

Students' Representative Council

- Assisted the SRC President in coordinating student welfare programs, academic support initiatives, and institutional representation activities.
- Chaired sub-committee meetings and deputized for the President at official university functions and external engagements.
- Coordinated logistics and student volunteer mobilization for campus-wide events, including orientation week and end-of-year ceremonies.
- Managed communication between the SRC and departmental student associations, ensuring consistent information flow across the student body.
- Presided over SRC executive committee meetings, coordinating the activities of departmental and hall representatives across faculties.
- Mobilized student participation in national higher education discourse, representing the university at inter-institutional SRC conferences.
- Managed the SRC budget and allocated funds to student programs, ensuring transparent and accountable use of student dues.
- Led crisis management and conflict resolution efforts within the student community, maintaining a peaceful and productive campus environment.

VOLUNTEER EXPERIENCE

Volunteer, Missions and Movement – Ghana

2021 – Present

- Participated in the end-of-year Christmas charity outreach at an orphanage in Lorloronyo, Eastern Region, providing gifts and spending time with children in care.
- Engaged in community educational outreach at Nuriya Islamic Basic School, Akosombo, supporting students with learning materials and motivational talks.

Assisted in organizing and coordinating community health and welfare programs targeting underserved communities in the Eastern Region.

TEACHING EXPERIENCE

English Language Teacher – Junior High School

Sept 2016 – Dec 2020

Clem Preparatory School, Akosombo, Ghana

- Designed and delivered comprehensive English curriculum for JHS students, improving average class performance by an estimated 25% over two academic years.
- Developed differentiated teaching strategies to accommodate diverse learning needs, fostering an inclusive and engaging classroom environment.
- Mentored and onboarded new teaching staff, sharing best practices in lesson planning and classroom management.
- Maintained strong parent-teacher communication channels, providing regular progress reports and conducting consultative meetings.
- Organized extracurricular academic competitions and literacy events, increasing student participation in school programs.

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

- Professional Development Skills for the Digital Age – ALX Africa (June 2025 – September 2025)
- Certificate of Virtual Assistant – ALX Africa
- Cisco CCNA1 - Certificate

MEMBERSHIPS & ASSOCIATIONS

- Students' Representative Council (SRC), Koforidua Technical University
- Computer Network Management Students' Association, Koforidua Technical University
- AI and Robotics Students' Association, Koforidua Technical University

LANGUAGES

English (Fluent) | French (Conversational) | Twi (Native) | Ewe (Conversational)

HOBBIES & INTERESTS

Technology Innovation, Volunteering, Reading, Music, Creative Writing, Cooking, Sports

REFEREES

Charles Lawer Network Administrator The Peninsula Resort and Golf Club +233244846946	Dr. Collinson Senior Lecturer Koforidua Technical University +233208258096
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