Edward Edem Doglokuma

Management Information Systems Specialist | CompTIA Security+ Certified

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Professional Summary

CompTIA Security+ certified MIS professional with 8+ years of experience designing, configuring and supporting business applications, including Microsoft 365, ERP and CRM systems, backed by secure IT infrastructure. Currently manages IT systems at Materials Inc., owning business applications, infrastructure, security and user support. Has delivered 30+ websites, a full ERP rollout and a portfolio of personal software projects built with AI-assisted development. Known for cutting security incidents by up to 35%, keeping systems at 99% uptime, and translating business requirements into application solutions that improve workflows, data integrity and usability. MSc in Management Information Systems.

Education

- **MSc, Management Information Systems** — Coventry University College, UK
- **BSc, Information Technology** — Ghana Technology University College

Certifications

- **CompTIA Security+** (SY0-701) — Issued Nov 2025, valid through Nov 2028 · CompTIA ID: COMP001022938251
- Google Cybersecurity Professional Certificate
- Microsoft Cybersecurity Analyst Professional Certificate
- Google IT Support Professional Certificate

Technical Skills

- **Business Applications & Cloud:** Microsoft 365 administration (Admin Center, Exchange Online, Teams, SharePoint, OneDrive, Outlook), Google Workspace Admin, Microsoft Azure, ERP implementation, Pipedrive CRM configuration & workflow

automation, email marketing (Mailjet)

- **Security:** Threat analysis, risk mitigation, endpoint security, patch management, access control, security awareness training
- **Networking & Hardware:** LAN/WAN, routers, switches, structured cabling, printers, desktop imaging, OS deployment
- **Web & Development:** AI-assisted development (Cursor, GitHub Copilot, Claude), WordPress, WP Engine, Cloudflare, HTML, CSS, PHP, SQL, CMS administration, SEO, payment gateway integration
- **Practices:** Systems and workflow analysis, gap analysis, requirements gathering, solution design, project management, technical documentation, end-user training, Tier 1–2 support

Professional Experience

IT Systems Manager — Materials Inc. | April 2025 – Present

- Manage the company's IT systems and business applications, setting technology direction with business leadership and analyzing workflows to find gaps and improvements.
- Implemented Microsoft 365 company-wide for 45+ employees, covering tenant and domain setup, user and license provisioning, Exchange Online mailboxes, and Teams, OneDrive and SharePoint configuration.
- Provide ongoing Microsoft 365 administration and system support through the Admin Center: account and access management, MFA enrollment, mailbox and Teams troubleshooting, and security policy updates.
- Manage the company's Pipedrive CRM, designing pipelines, automations and data integrations and turning business requirements into workflows that improve efficiency and data integrity.
- Own the security posture: patch management, endpoint protection, access control and system monitoring to protect corporate data.
- Oversee Google Workspace administration (Gmail, Drive, Meet, Admin Console), including provisioning, security policies and integrations.
- Run network and infrastructure operations across LAN/WAN, routers, switches and printers to keep the business at high availability.
- Manage company web properties (materials-inc.com, bredametals.com), including WP Engine hosting, Cloudflare DNS and security, CMS updates, SEO and monitoring.

- Support digital marketing by designing and sending email campaigns (mail blasts) in Mailjet and keeping web content current.
- Provide escalation-level support for desktops, OS deployment, networking and hardware/software issues.
- Set IT policies and maintain technical documentation; train and mentor staff on collaboration tools and secure practices.

Freelance Web Developer | 2023 – 2024

- Designed, built and launched 32+ WordPress websites for clients across multiple industries.
- Maintained and secured 23 WordPress sites at 99% uptime through hardening, updates and backups.
- Increased client website traffic by 45% by applying SEO best practices.
- Integrated payment gateways and third-party services to enable secure e-commerce transactions.
- Customized themes and plugins and trained clients to manage their own sites.

Project Lead / Developer — DK-Tech Consult | 2021 – 2023

- Led software development projects end to end, gathering requirements and managing scope, resources, change requests and deadlines.
- Developed a cybersecurity awareness program that reduced security breaches by 30%.
- Improved system performance by 25% through structured testing, debugging and optimization.
- Managed cross-functional teams and served as the main liaison with stakeholders on milestones and deliverables.

IT Officer / IT Support Engineer — State Housing Company Limited | 2017 – 2021

- Implemented and configured an ERP system, mapping business processes to automate core workflows and improve operational efficiency.
- Strengthened cybersecurity controls, reducing cyber threats by 35%.
- Supported 65+ users by phone, email and in person, resolving hardware and software issues.
- Designed and maintained the company website, including e-commerce functionality.

- Built an IT knowledge base of documented issues and fixes, and ran staff training to raise IT proficiency.

IT Officer (Intern) — Ministry of Foreign Affairs, Republic of Ghana | 2015 – 2016

- Installed and configured computers, printers and network devices.
- Managed Office 365 configurations, user accounts, profiles and password resets.
- Organized structured cabling to improve network reliability, and troubleshot system and network issues.

Personal Projects

- **GetYourMenu** — Built a SaaS platform that lets restaurants create and manage QR-code digital menus with real-time price and availability updates, analytics, 10+ templates and a freemium pricing model.
- **edemConvert** — Built a free, privacy-first file conversion web app (Next.js) with 20 tools across video, image, PDF, Office and audio, a queue-based conversion backend, batch uploads up to 1 GB and automatic file deletion after 30 minutes.
- Use AI-assisted development (Cursor, GitHub Copilot, Claude, ChatGPT, v0, Bolt.new, Windsurf) to take ideas from requirements to working, deployed software and to prototype internal tools quickly.

References available on request.