

SADISU HASSAN

Product Support • IT Support & Systems • Web Design & Development • Network Engineering

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PROFESSIONAL SUMMARY

Product support and IT professional who has owned web and mobile products from scope through release, and spent years before that in technical support, systems administration and network engineering. Most recently led operations for a skilled-worker marketplace app at Paid Global, working with a product team in Canada and a development team in Pakistan, and travelling to Rwanda to train and onboard users on the ground.

Comfortable at the point where users, engineers and the business meet: investigating what users report, reproducing and logging issues, running user acceptance testing, and explaining technical problems in plain language. Also designs and builds responsive websites in HTML, CSS, JavaScript and React. A First Class Honours degree in Communication Studies (Journalism) backs that up with strong writing, interviewing and documentation skills.

CompTIA A+ and Google IT Support certified, with full CCNA training from a Cisco Networking Academy. Currently a Healthcare Security Officer at Alberta Health Services sites in Calgary, where calm de-escalation and accurate incident reporting are part of every shift.

CORE COMPETENCIES

Product support & ownership	Product ownership; scope and requirements definition; feature specifications; design reviews; sprint-by-sprint development tracking; user acceptance testing (UAT); release checks; issue investigation, logging and escalation; user feedback analysis; user training and onboarding; product documentation
Cross-functional & global collaboration	Working with remote product and engineering teams across Canada, Pakistan, Rwanda and Ghana; running virtual meetings across time zones; vendor and technology partner coordination; on-site field operations; translating between users, engineering and business teams
IT support & systems	Help desk, deskside and level 2/3 support; hardware diagnostics, repair and assembly; operating system and software installation; SaaS and office IT administration; network-attached storage (NAS); remote conferencing setup; ticketing and case management systems
Networking & infrastructure	LAN/WAN design, setup and troubleshooting; Cisco routing and switching (CCNA training); ISP and broadband support; customer premises equipment (CPE) and wireless installs; optical fibre and outside plant (OSP) projects; metro fibre builds; on-call fault response
Web design & development	Responsive web design and front-end development in HTML, CSS and JavaScript; React and Redux; accessible, mobile-first layouts; Git/GitHub version control; GitHub Pages hosting with custom domains and DNS; WordPress site setup and management
Web hosting & platforms	cPanel and ISPconfig web and email hosting administration; domain and DNS management; admin panels and dashboards; Azure fundamentals (working knowledge)
Communication	Clear technical and non-technical writing; reporting, editing and interviewing; incident and project documentation; stakeholder communication; training delivery; content and blog administration
Safety & frontline service	High-volume public service; de-escalation; patrols and dispatch response; static watch of high-observation patients; confidentiality; First Aid, CPR and AED
Languages	English, Akan, Samre (advanced, C1 in each)

SELECTED PRODUCT WORK

Skilled-worker marketplace app (Paid App) | Paid Global Ltd. | App Development Operations Lead

- Led operations for a mobile app connecting skilled workers with customers and jobs, acting as product owner from scope through release.
- Worked with the product team in Canada on scope, requirements and priorities, and with the development team in Pakistan to deliver them.
- Travelled to Rwanda to train and onboard skilled workers, and brought what worked and what did not back to the product and engineering teams.

Real estate portal | Hexagram Limited | Product Owner

- Defined product scope and feature set with a cross-functional team, and reviewed the full system design page by page with the design team.
- Oversaw development through sprint-by-sprint reviews, then ran system-wide user acceptance testing across the admin panel, web portal, and iOS and Android apps.

Personal portfolio website (citizensadi.com) | Web design & development

- Maintains a responsive, accessible portfolio site in HTML, CSS and JavaScript, with light and dark themes, a working contact form and a mobile layout.
- Hosts it on GitHub Pages under a custom domain, managing version control in Git and DNS records in Cloudflare.

Construction company website | Web design & development

- Designed and built a construction company website in HTML and CSS during frontend engineering training.

Event ticketing platform | Product team member, launch support

- Worked with product and development teams on scope, design reviews and testing, then with the business team to run the system in market (digital tickets, mobile money payments, third-party payment API).
- At launch, buyers arriving from a client's Instagram link were charged but never received their QR tickets. Traced the pattern, logged each affected order and sent ticket codes manually, and worked with engineering to stop the event page loading in Instagram's in-app browser.

PROFESSIONAL EXPERIENCE

Healthcare Security Officer

Oct 2025 – Present

Paladin Security Group | Alberta Health Services facilities

Calgary, AB

Full-time, 12-hour shifts on a 4-on/4-off rotation

- Provide security at Alberta Health Services sites: full-time at Rockyview General Hospital (January to July 2026), then Alberta Children's Hospital, with additional shifts at South Health Campus and Foothills Medical Centre.
- Act as a frontline point of contact for a high volume of patients, visitors and staff, giving clear direction and support to people who may be in crisis or distress.
- Maintain static security watch on high-observation mental health patients to keep patients, staff and visitors safe.
- Respond to dispatch calls and use de-escalation techniques to resolve situations calmly and safely.
- Conduct regular patrols and document every incident accurately in clear, professional reports, maintaining strict confidentiality.
- Completed Paladin classroom and site training, two on-call rotations at South Health Campus, and First Aid, CPR and AED training required for AHS facilities.

App Development Operations Lead

Sep 2023 – Present

Paid Global Ltd. | Teams in Canada and Pakistan; on-site work in Rwanda

Remote / Rwanda

Full-time remote, 6–8 hours a day plus on-call, to Oct 2025; part-time remote support since

- Led operations for a startup's mobile app that creates work by connecting skilled workers with customers and jobs.
- Acted as product owner and software project lead: defined project scope and set requirements for app development.
- Worked with the product team in Canada on scope, requirements and priorities, and with the development team in Pakistan to turn them into testable features.
- Ran periodic user acceptance testing and explained to both the technology team and app users how each solution met, or missed, user needs.

- Travelled to Rwanda for training and on-the-ground project work, training and onboarding skilled workers and helping them reach customers through the app with clear communication and customer service.
- Held virtual team and project management meetings across time zones and responded to urgent operational calls as they came in.

IT Systems Administrator & Software Product Owner

Dec 2019 – Nov 2023

Hexagram Limited

Accra, Ghana

Full-time (45 hours a week) to Jul 2023; contractor to Nov 2023

Product ownership

- Served as product owner on software development projects, managing the full project lifecycle: defining scope, setting feature specifications and adapting to changing timelines.
- Led the real estate portal from scope through user acceptance testing across admin panel, web portal, iOS and Android apps.
- Analyzed user feedback to plan iterative product updates and judge their wider operational impact.
- Prepared clear cross-functional project documentation and worked closely with technology partners, vendors and internal stakeholders.
- Travelled internationally to work alongside development partners on software projects.

IT systems administration

- Managed company SaaS platforms and office IT systems used every day across the business.
- Designed and set up the office IT infrastructure and network, including installation of a local network-attached storage (NAS) system.
- Set up remote conferencing infrastructure connecting the team with company stakeholders.

Network / OSP Engineer & Project Supervisor

Aug 2015 – Dec 2019

Tech Centrum Limited

Accra, Ghana

Full-time: 5 hours on weekdays, 8 on Saturdays, some Sundays, plus on-call emergency response

- Planned, implemented and supervised optical fibre network projects, including metro fibre builds, coordinating field teams and project delivery.
- Delivered network support and outside plant (OSP) engineering, monitoring data networks and keeping platforms secure and reliable.
- Responded to emergency network faults at any hour to restore service.
- Managed hosted web and email domains, and commissioned and supported clients on the cPanel platform.
- Explained technical configurations, diagnostics and infrastructure guidelines clearly to multiple vendors and clients.
- Completed optical fibre network technology and vendor equipment training with Tejas Networks in Bangalore, India (Oct 2015).

Technical Support Consultant

Mar 2012 – Sep 2015

iBurst Africa Ghana Limited (internet service provider)

Accra, Ghana

Full-time (45 hours a week)

- Provided level 2/3 technical support, diagnosing and resolving customer connectivity and service issues by phone and on site.
- Handled a high volume of client inquiries daily, using electronic ticketing and case management systems to log, track and resolve each case.
- Installed customer premises equipment (CPE) on site and administered LANs for last-mile deployments.
- Was part of the team that built the company's metro fibre optic network.
- Reduced customer complaints through fast, high-quality responses and strong client relationships, and became a key member of the customer service and technical support team.

Information Technology Officer

Jan 2011 – Jan 2012

Tech-Aide Limited (formerly One Village Group Limited), a UNICEF-linked NGO

Winneba, Ghana

Full-time (45 hours a week)

- Managed the organization's LAN, WAN and network infrastructure, and kept both stable.
- Ran the company's community internet service, including on-site installation of wireless NanoStation CPE for clients.
- Repaired company and client computers, and cut customer complaints through quick responses.

National Service: Traffic Enforcement Officer (Urban Traffic Warden)

Sep 2018 – Aug 2019

Ghana Police Service, Motor Traffic & Transport Directorate (MTTD)

Ghana

Part-time, 6 hours a weekday (morning and evening rush hours)

- Directed and managed traffic flow during morning and evening rush hours in an urban setting.
- Worked alongside police personnel, keeping the public safe and staying professional in high-traffic conditions.

Production Associate (Casual)

Feb 2025 – Dec 2025

Goodleaf Farms

Calgary, AB

Casual, shift-based

- Supported vertical farm production operations, picking up shifts as scheduled.

EARLIER EXPERIENCE

Computer Network Administrator, Project & Staff Management

Aug 2005 – Nov 2009

Brandon Internet Communications (SWISSNET)

Accra, Ghana

- Supervised staff, allocated work, and managed the company's expansion, including setting up new branches.
- Built a live production network of up to 50 computers in Kumasi and kept the network environment fault-tolerant.
- Diagnosed faults, estimated repair costs, managed replacement parts, and installed operating systems and software.
- Acted as the link between directors and junior staff, and kept strong relationships with key customers.

Network and Computer Systems Technician

Apr 2004 – Feb 2005

Pizza Internet Café and Computer Sales

Accra, Ghana

- Set up and secured the local LAN and time-code server, installed operating systems and software, and tested and repaired computers before sale; also worked in sales.

Systems/Network Technician & Internet Assistant

2004

Powerpoint Internet Café

Accra, Ghana

- Set up and secured the local LAN and time-code server, and helped customers get started with the internet.

News Writer / Editor

Feb 2015 – Dec 2018

Personal online news project

Online

- Reported, wrote and edited news and features, conducted interviews, and administered the blog.

CERTIFICATIONS & LICENCES

- **CompTIA A+**
- **Google IT Support Professional Certificate**, Coursera (Oct 2023)
- **CCNA training, full curriculum**, Advanced Information Technology Institute (Cisco Networking Academy affiliate), Accra (2009–2010): Networking for Home and Small Businesses; Working at a Small-to-Medium Business or ISP; Introducing Routing and Switching in the Enterprise; Designing and Supporting Computer Networks
- **Optical Fibre Network Technologies and Vendor Equipment Training**, Tejas Networks, Bangalore, India (Oct 2015)
- **Alberta Security Guard Licence**
- **Standard First Aid, CPR and AED**, St. John Ambulance
- **Alberta Class 4 Driver's Licence**, with personal vehicle

EDUCATION

Bachelor of Arts, Communication Studies (Journalism), First Class Honours

Nov 2018

Pentecost University

Accra, Ghana

Focus areas included business communication strategy, public relations, journalism and investigative reporting.

- **Frontend Engineering coursework** (HTML, CSS, JavaScript, Git/GitHub, React, Redux), Codecademy, online (2023)
- **Diploma, Computer Hardware Repair & Networking**, Ghana Technical Institute, Ghana (2016)
- **Diplomas: Computer Hardware Architecture, Local Area Networking, Microsoft Office Suite**, Vision One Systems ICT Centre, Accra (2005)