

# Paschal Ikenna Ogu

(DevOps/Technical Support Engineer)

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## Summary

Flexible professional with experience developing and building IT solutions. Confident DevOps Engineer with exemplary expertise in routine application maintenance tasks, including troubleshooting and testing.

## Technical Profile

Enterprise Technical Support Professional, with great troubleshooting and case-management skills. I have skillfully resolved support requests with customer verification in Microsoft Exchange for enterprise and Azure support scope using GUI and PowerShell scripting. I am passionate about developing solutions with continuous integration, continuous deployment, and an agile mindset on my GitHub repository. With the increasing demand for technology, I intend to continue improving and learn with an organization that has the vision to build, develop and scale globally.

## Competence

DevOps Stack: Kubernetes, Docker, Linux, Jenkins, PowerShell, Git & GitHub, Ansible

Web Development: JavaScript, HTML & CSS, WordPress, React

Design: Figma, Adobe XD, Photoshop, Canva

C.R.M Rave, Intercom, HubSpot,

## Work History

Sept '21 - Present: **DevOps/Technical Engineer**

*Freelance - Nig*

- Monitor automated build and continuous software integration process to drive build/release failure resolution.
- Write code and supported architecture in high-throughput systems.
- Build automation tools and applications to deploy next-generation platforms.
- Implemented best practices to protect data and assets.
- Write code and developed tools and integrations to meet cross-platform user needs.

Oct '21 – Jan'22: **Technical Support Engineer**

*Tek Experts – Lagos, Nig*

- Support everything related to the Microsoft Office 365 suite for enterprise users.
- Act as the advanced technical contact, deliver advanced technical troubleshooting and problem-solving solutions for corporate customers including, issues escalated to the highest level of management.
- Collaborate with domain experts (SME's) and escalation managers when additional support is needed.
- Analyze issues to identify troubleshooting methods needed for quick remediation.

- Manage critical issues by setting customer expectations, devising and implementing action plans, and professionally communicate with all parties involved.
- Performed root cause analysis of reported issues to enact corrections.

Jan '19 – Aug '21: **Technical Support Engineer**  
*AndTrac Limited - Nig*

- Performed operational design reviews to determine feasibility and Usability impacts of new proposals.
- Analyzed operability requirements for App upgrades, website revamp and deployments
- Ensured effective compliance of operations-related activities with the company standards and procedures.
- Interfaced between front-end and back-end developers to develop corrective actions to solve customer-related issues and complaints

#### Key Achievement

- Recommended website revamp that improved user experience and increased product user base by 88%
- Promoted a reduction in outsourcing costs by managing digital platforms and increasing the company's online presence.

## **Certifications**

June 2022	Google Africa Developer Training Program <i>Google Developers</i>
March 2022	Microsoft Certified Azure Fundamental ( <i>Microsoft</i> )
February 2022	Microsoft Certified Security, Compliance, and Identity Fundamental <i>Microsoft</i>
September 2021	McKinsey Forward Program. ( <i>McKinsey &amp; Company</i> )
December 2018	Fundamentals of Digital Marketing; Open University <i>Google Digital Garage</i>

## **Education**

2013 - 2018	B.Engr, :- Civil Engineering Technology Federal University of Technology Owerri, Nigeria
2006 - 2012	West African Senior School Certificate Examination Pope JohnPaul II Model School Owerri, Nigeria