Ikenna Brendan Iwuoha

ICT Specialist

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Professional Summary

Results-driven IT Specialist and Systems Administrator with 5+ years of experience providing technical support, managing Windows and Mac environments, and administering IT infrastructure including Office 365, Active Directory, Exchange Server, and network systems. Proven track record in system troubleshooting, IT service management, user account management, and ensuring compliance with data protection regulations. Adept in deploying and maintaining secure, high-performing IT systems for local and remote teams.

Core Competencies

- Windows & Mac OS Deployment and Support
- Microsoft Office 365 / SharePoint / Exchange Server
- Active Directory & User Account Management
- Network Support (LAN/WAN) & Firewall Security
- Audio Visual & Online Classroom Tech Support
- Asset & Hardware Inventory Management
- Service Desk / Ticketing System (Incident Management)
- Patch Management & System Updates
- Backup Systems & Disaster Recovery
- System Troubleshooting & End-User Support
- IT Policy Compliance & Documentation
- Hyper-V Virtualization
- Cross-Functional Team Collaboration and Training

Professional Experience

Milestone Procore UK — Onsite Tech Support

Dublin, Ireland | January 2025 - Present

- Delivered on-the-floor and remote support, troubleshooting Windows hardware/software, AV tools, and network issues.
- Managed and maintained local IT infrastructure, including desktops, laptops, mobile devices, and internal network systems.
- Coordinated IT infrastructure changes and updates with minimal disruption to users.
- Provided technical support for AV systems and meeting tech.

Farrelly Motors Ltd — IT Manager

Dublin, Ireland | April 2023 - Present

- Implemented custom software solutions using C# and MySQL for operations and inventory tracking.
- Conducted data analysis using Excel, Power BI, and Python (Streamlit) for reporting and dashboarding.
- Supported Windows system deployment and routine patch management to ensure system security.
- Maintained hardware inventory and provided onsite user support.

Greenby International Limited — ICT Specialist

Abuja, Nigeria | Dec 2018 - Sept 2022

- Administered and supported Microsoft Office 365, Exchange Server, and Active Directory environments.
- Delivered technical support for both local and remote users, resolving incidents via ticketing system.
- Led system audits, user access control, and compliance reviews in alignment with data protection policies.
- Documented system configurations, standard operating procedures, and knowledge base articles.
- Facilitated ERP customization, deployment, and training across SME environments.
- Executed regular backups, upgrades, and ensured disaster recovery readiness.
- Maintained IT inventory, and managed procurement and vendor communications.

Education

Master of Computer Science (MIS), University of Malaya — Sept 2018, Kuala Lumpur, Malaysia

Bachelor of Information Technology (Software Engineering), Infrastructure University Kuala Lumpur — Apr 2013, Selangor, Malaysia

Certificate in German Language, Goethe Institute — Apr 2004, Lagos, Nigeria