Kenechi Ugwu
IT Professional

Regina, SK
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IT Service Management Professional with over 10 years of experience in the delivery of IT solutions including Products, Applications, Services and Infrastructure. Well-developed ability to strategically coordinate designs, transitioning, operations and availability of IT services. Profitable strength in IT architecture with a dedication to provide technical leadership and roadmap to stakeholders. Effective in performing inventory management, data acquisition, mining, analysis, metrics, and reporting. Technical proficiency with Solution development Life Cycle (SDLC), Technology Infrastructure Library (ITIL), Project Management (PMP), Lean Six Sigma, The Open Group Architecture Framework (TOGAF), ISO 20000, SOA architecture, Hadoop Big data and MS Office Suite (Word, PowerPoint, Project, Visio, SharePoint, excel, outlook).
Willing to relocate: Anywhere

WORK EXPERIENCE

IT change, Release, Service Asset & Configuration Coordinator
Mobile Telephone Communication Network (MTN) - February 2012 to April 2017

www.mtn.com
• Developed cross functional strategy documents, policies and procedures in alignment to company objectives, which provided project and operational support for coordinating the delivery of IT solutions.
• Partnered with various Subject Matter Experts (SMEs) such as Enterprise Architects, Business Analysts, Infrastructure Support, Application developers and Security Specialists to ensure that solutions are designed and delivered to the agreed utility and warranty.
• Performed impact analysis on new solutions and change requests to identify effects on other business functions, and responded adequately to ensure business continuity.
• Led client discussions and facilitated requirement gathering through regular on-site visits, virtual meetings and workshops to elicit requirements.
• Performed definition and clarification of functional requirements, analyzed, validated and documented technical requirements for various IT domains including process, applications, data, and infrastructure.
• Worked with broader teams to translate clients' requirements into functional specifications in terms of data needs, solution characteristics and desired business rules.
• Created timely and high quality requirements-related work products, including requirement specifications, process flows, quantifiable test and implementation plans.
• Conducted industry related research and analysis, identifying viable IT needs and performed appropriate actions to achieve effectiveness and optimized operations.
• Negotiated and drafted contracts, proposals, business cases and service level agreements (SLA) for IT solutions and services.
• Acted as a liaison between IT and the business partners to foster relationship aimed at ensuring that solutions were properly defined, properly integrated and implemented as agreed with the business.
• Collaborated with technology partners such as BMC, Oracle, McKinsey, Accenture and Microsoft to perform current state assessments ensuring that MTN benefited from leading industry practices and emerging technology.
• Performed reviews of detailed design specifications, test plans and user documentation for functional and technical completeness and accuracy.

• Controlled and managed asset configuration life cycle, using tools such as Remedy CMS, CMDB, ADDM and SCCM ensuring that their integrity through are proper identification and that the baselines are kept consistent with the approved change requests and status accounting reports.

• Facilitated Change and Configuration Control Board (CCB) and performed follow-up on identified actions.

• Performed effective deployment and integration of resources for successful project execution, with on-time delivery, within budget, and according to distinct specifications based in the organization strategic roadmap and user requirements.

• Created architecture diagrams to depict configuration flows from host layer, operating system layer, database layer, application layer, storage layer, SOA middleware and service layer showcased all their interfaces, protocols, communication ports and connectivity links.

• Standard to ensure that Enterprise Architecture projects are adequately scoped, costed and met quality.

IT Support Team Lead
Computer Warehouse Group - February 2008 to February 2012

• Identified and executed interventions to address competence/performance gaps, knowledge gaps and enrich repository of team members, as identified through performance reviews and appraisals in accordance with employee procedures.

• Led and directed teams in providing necessary system and application support, including configuration and interface and enhancement analysis.

•Led and delivered effective processes, policies and tools for incident and major incident management.

•Communicated the major incident declaration, progress and resolution to IT management and the impacted user community, and maintained appropriate distribution lists of contacts for communication.

•Liaised with all relevant parties for critical services, to schedule and coordinate Post Incident Reviews (PIR), ensuring that they have been fully resolved, properly tracked for root cause analysis (RCA), lessons have been learnt and improvement actions have been identified.

•Liaised with all relevant parties to define the set time for incident MTTH and MTTR according to service level management.

•Performed escalations and ensured prompt response to notifications at the occurrence of an Incident thereby facilitating timely restoration.

•Created, managed and performed closure of all major incident records on ITSM tool and provided report based on SLA.

•Coordinated the management of major incidents, ensuring appropriate resource allocation and timely resolution, and closure.

•Predictively identified trends in the KEDB that might indicate the existence of underlying problems and escalated accordingly.

•Managed the functional and hierarchical escalation of major incidents, performed assignment and review of the quality of all incident tickets to ensure they have been correctly prioritized and categorized.

•Performed support functions on storages, Server, Operating systems, Laptops, desktops and printers.

IT Network Architect
Telnet Group - March 2005 to February 2008

• Created, delivered and maintained scalable system architecture to support a high-availability internet site.

• Led client discussions through regular on-site visits, virtual meetings and customer advisory board sessions to elicit requirements and conceptualize solutions.

• Led communication with stakeholders regarding product goals and progress made.

• Developed architectural view of network survey plans and platform designs.

• Worked with broader teams to translate client's requirements into functional specifications.

• Performed switching and routing configuration for active network implementation using topologies such as BGP, OSPF, VPN and VLAN.

• Performed Configuration and deployment of active LAN/WAN Technology.
• Performed LAN installation and maintenance for Cat5 cable crimping, trunk laying, patch panel installation and network rack mounting.
• Designed and integrated the network expansion for NNPC that provided a capacity of 2000 network connections over wireless.

EDUCATION

Masters in Business Administration
Business School Netherlands
March 2013 to June 2015

Bacherlor's Degree in Computer Engineering
Enugu State University of Science & Technology-Enugu State
September 1999 to December 2004

SKILLS

architecture (8 years), Business Analysis (Less than 1 year), integration (5 years), INTEGRATOR (5 years), life cycle (5 years)

CERTIFICATIONS/LICENSES

TOGAF
February 2015 to Present

ITIL V3 Intermediate Service Transition
April 2016 to Present

CCNA
August 2006 to September 2010

GROUPS

ISACA
October 2006 to Present

Project Management Institute
May 2016 to Present

Association of Enterprise Architects
March 2015 to Present

ADDITIONAL INFORMATION

CORE COMPETENCIES
• Project Life Cycle Management
• System Analysis
• Process Automation
• Business Analysis
• Excellent Communication

- Consultation Across Functions
- Product Design
- Strategic Planning
- Data Analysis
- System Design
- Business Case development
- System Integration
- Enterprise Architecture
- Change Management
- Release Management
- Partner & Vendor Management
- Business process Reengineering
- Training & Mentoring
- Use Cases development

TOOLS
- BMC ProactiveNet Performance Manager (BPPM)
- Flexera SAM Tool
- BMC Remedy 9 ITSM Suite
- ServiceNow
- Tivoli
- BMC Atrium Discovery dependency mapping (ADDM)