

SAMUEL K. LENEBAWI

Remote IT Support & Operations Specialist

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PROFESSIONAL SUMMARY

Results-driven IT Support and Operations Specialist with over 5 years of hands-on experience supporting distributed teams, managing Microsoft 365 environments, troubleshooting complex technical issues, and maintaining secure, reliable IT infrastructure. Proven ability to work remotely, communicate clearly across time zones, and deliver fast, user-focused solutions—strong background in IT support, identity management, cybersecurity fundamentals, and network infrastructure.

CORE SKILLS

Remote IT Support & Troubleshooting • Microsoft 365 Administration • Identity & Access Management (IAM) • Azure AD / Entra ID • Endpoint & Device Management • Network Support (LAN/WAN, TCP/IP, DNS) • Cybersecurity Fundamentals • Ticketing Systems • Documentation & SOPs • Hardware & Software Deployment • User Training & IT Onboarding • Incident & Problem Management • Tier 1-2 Employee IT Support

PROFESSIONAL EXPERIENCE

IT Support / IT Operations Specialist

Remote & On-site | Topline Limited | Nigeria | 2021 – Present

- Provided remote technical support to end-users across multiple locations, resolving hardware, software, network, and Microsoft 365-related issues.
- Administered Microsoft 365 services, including user provisioning, license management, email troubleshooting, and security best practices.
- Supported identity and access management tasks using Azure AD / Entra ID.
- Managed workstation setup, deployment, maintenance, and lifecycle management.
- Diagnosed and resolved network connectivity issues, improving uptime and user productivity.
- Maintained detailed documentation, SOPs, and knowledge base articles to improve support efficiency.
- Collaborated with cross-functional teams to support business operations and remote workforce needs.

IT Technical Support (Remote)

Upwork | May 2024 – May 2024 | Guelph, Canada

- Designed and deployed Active Directory Forest architecture for 100+ users.

- Installed and configured Windows Server 2019 with AD DS, achieving 99.99% uptime.
- Implemented DNS integration and GPOs, reducing administrative overhead by 40%.

IT Support Technician

Moni Pulo Development Limited | Nigeria | 2018 – 2020

Installed, configured, and supported laptops and business applications. Resolved IT incidents within SLA timelines and assisted with system upgrades.

CERTIFICATIONS AND EDUCATION

- Microsoft 365 Identity and Services
 - Higher National Diploma (HND) – Electrical & Electronics Engineering
 - Google IT Support Professional Certificate
 - Fundamentals of Cyber Security
 - Multiple Coursera IT & Technology Certifications
 - Proofpoint Email Authentication Specialist
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TOOLS & TECHNOLOGIES

Microsoft 365 • Azure AD / Entra ID • Windows OS • Remote Support Tools • Networking Tools • Ticketing Systems • GitHub • Documentation Platforms

REMOTE WORK STRENGTHS

- Excellent written and verbal communication
- Self-motivated and reliable in remote environments
- Strong time management and task prioritization
- Security-conscious and detail-oriented
- Comfortable supporting global teams across time zones