PETER UKPETENAN

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EDUCATION

Conestoga College
Post-Graduate Certificate, Predictive Analytics

January 2024 - August 2024

Babcock University
Bachelor's, Computer Science

September 2014 - December 2018
GPA: 3.6

PROFESSIONAL EXPERIENCE

Mahindra Advanced Design Europe
IT Support Specialist

Coventry, England, United Kingdom
September 2021 - September 2022

- Managed and maintained server rooms ensuring optimal operational conditions.
- Provided technical guidance and support to team members on various IT issues, including Active Directory and O365.
- Troubleshot and resolved hardware and software issues promptly to minimize downtime.
- Collaborated with the IT team to implement new technologies and upgrades.
- Conducted regular system audits to ensure compliance with company policies and standards.
- Supported end-users with software installations and maintenance, including Office Suite and common applications.
- Handled escalated service desk calls providing on-site and L2 support across multiple sites.

Standards Organization of Nigeria
IT Support (2nd-Line)

Lagos, Nigeria
August 2019 - August 2020

- Installed, configured, and maintained software and hardware components.
- Provided technical support and training to end-users on various software applications, including O365.
- Monitored IT systems to ensure they are operating efficiently and securely.
- Assisted in the development and implementation of IT policies and procedures.
- Worked with vendors to resolve complex technical issues and ensure service levels are met.
- Offered IT support services including software installation, maintenance, and user support.
- Managed security groups, distribution lists, and application access with Active Directory.

Integrated Data Services Limited
IT Support Engineer

Benin City, ED, Nigeria
May 2017 - September 2017

- Installed, configured, and maintained software and hardware components.
- Provided technical support and training to end-users on various software applications, including O365.
- Monitored IT systems to ensure they are operating efficiently and securely.
- Assisted in the development and implementation of IT policies and procedures.
- Worked with vendors to resolve complex technical issues and ensure service levels are met.
- Offered IT support services including software installation, maintenance, and user support.
- Managed security groups, distribution lists, and application access with Active Directory.

SKILLS

Skills: Python, Git, Airflow, R, Microsoft Azure, Active Directory, Databricks, Data Analysis, AnyDesk, Business Analytics