SAMSON IDOWU

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SUMMARY

A highly skillful, motivated and result oriented IT professional with keen interest in ease of business processes using technological innovation and automated processes while ensuring integrity of business assets and compliance to industry's best security standards.

WORK EXPERIENCE

IT Infrastructure Engineer, Hardcore Biometric Systems | Abuja, NG |November, 2021 – Present

- Administer and maintain corporate IT infrastructure, including; Active Directory, LAN, Internet access, firewalls, Hypervisors and Virtual Machines.
- Ensuring end user systems and servers within network are patched to mitigate risks associated with identified vulnerabilities.
- Maintaining and configuring secure baseline for end devices.
- Technical analysis and proactive monitoring of network and security logs using; PRTG Network Monitor, Elastic stack, etc.
- Installing and maintaining operating environments.
- Provide constant monitoring of operating environments including Linux and Windows environments on bare-metal and cloud platforms.
- Document implementation of solutions and configurations approved by change management.
- Provide remote and on-prem support to datacenters and end users.
- Perform incident response activities bothering on data center availability such as power outage remediation, network optimization and DOS/DDOS remediation.
- Document all activities during incident life cycle.
- Ensuring availability & monitoring of environmental management systems (EMS), FM200 agent in data centers.
- Suggest and Implement new solutions to improve security of information assets using NIST and ISO frameworks.
- Research, recommend, plan and implement infrastructure enhancements projects.
- Keep operational documentation up-to-date.

Technical Support Engineer, Zeta-Web Nigeria Limited | Abuja, NG | December, 2019 – October, 2021

- Technical analysis and proactive monitoring of network activity; PRTG Network Monitor, WhatsUp Gold, Riverbed Steel Head, while ensuring network stability, and optimization for business purposes.
- Ensured windows patch update compliance was at 100% across 400+ end user systems within organization's network to mitigate risks associated with identified vulnerabilities.

- Maintained and configured secure baseline for end devices with a wide range of operating systems deployed to staff members across the organization. These device variants include iOS, Windows, Linux and MacOS.
- Interpreted information provided by tools / 3rd party vendors to form a sound hypothesis for the root cause analysis of an incident.
- Performed incident response activities bothering on data center availability such as power outage resolution, network performance /optimization, remote system analysis, end-user review, and remediation efforts.
- Documented all activities during an incident and provide support with status updates during the life cycle of the incident.
- Ensured availability & monitored environmental management systems (EMS), FM200 agent in data centers.
- Ensured administration / maintenance of physical access control systems.
- Provided real-time guidance to clients on network configuration, security settings and policies, and attack mitigation procedures.
- Managed and resolved both onsite and remote requests for technical assistance on a variety of issues related to network configurations, enterprise software and hardware deployments.
- Used Microsoft Dynamics CRM and SMAX ticketing systems to manage and process support actions and requests.
- Deployed Adaptiva agent, SCCM and windows patch to 400+ endpoints using automation tools like PDQ deploy.
- Ensured endpoint encryption using McAfee endpoint protection in compliance with organization's procedures.
- Ensured compliance of sub networks with security guidelines, ISO270001, Department of Defense (DoD) and other security compliance policies.
- Installed and maintained VoIP telephones to provision effective communication between departments of the business.
- Used Microsoft Active directory to manage user accounts and access level to further ensure information security as well as mitigate successful chances of brute force attacks and social engineering using tools like Microsoft active directory - remote server administration tools (RSAT).
- Interfaced with high-level client personnel, collecting performance feedback and integrating positive and negative evaluations into future IT policies.
- Assisted external consultants and vendors during audits and periodic infrastructure maintenance providing requisite support, remediating exceptions raised and giving insights on unclosed exceptions.
- Installed, upgraded and supported internal and third-party software including Microsoft office 365, Genesys Pure cloud, Tascr, Clarity, etc.
- Ensured baseline configurations are maintained and approved upgrades are implemented on firewalls, load balancers, proxy and servers.
- Maintained IT asset inventory.

IT Technician/Service Desk, Multi-Choice (DSTV) | Port Harcourt, NG | August, 2019 – December, 2019
- Worked as part of a 3-man team to provide network, software, hardware and training support to the organization's southern Nigeria region. This support was carried out both onsite and remotely.
- Visited and oversaw remote non-HQ sites periodically, to provide maintenance and upgrade of systems ensuring all assets compliance with standard organizational baselines and service level agreements.
- Provided monthly and quarterly technical and executive reports of support work done for both onsite and offsite locations in the southern region.
- Managed user identity and access using Microsoft Active Directory.
- Logged calls on CRM and other ticketing applications to ensure timely resolution of IT requests within SLA.
- Provided network support to VSAT, LAN and WAN users; while liaising with 3rd party vendors to ensure timely restoration of primary and secondary links.
- Coordinated the deployment of CCTV cameras and security systems to 40 offsite locations to expand business operation base.
- Assisted 140+ end users with networking, hardware and software issues resulting in 45% decrease in employee downtime due resulting from technical difficulties.
- Performed commissioning of new IT equipment and decommissioning of old equipment including switches, routers, servers, inverters and ups systems as well as general IT asset inventory management.
- Supported a wide range of IT equipment including Cisco, MikroTic, Dreytek, D-link and TP-link devices serving as the first line of support for such devices in cases of failure and escalating issues to 2nd level support where resolution efforts failed.
- Created support documentation that empowered and enabled user community to extend skills, leverage system features and find resolutions to questions without intervention from support team.

Customer Service Representative, Multi-Choice (DSTV) | Abuja, NG | December, 2018 – July, 2019
- Collaborated with a team of 30 persons to drive GOTV marketing campaigns which resulted in the sale of 13,700 GOTV devices over a period of 9 months.
- Confer with customers by telephone or in person to provide information concerning products, packages and services with an average of 90 successful calls daily.
- Ensured proper follow up was done to fast track resolution of customer complains within 24 hours.
- Completed package step-up/ promotion campaigns which drove over 55% increase in subscriber base over a period of 4 months.
- Led a 5-man team to effectively carry out DSTV reconnection campaigns by calling out to churning customers.

OTHER PROJECTS

- **Integration of Sophos Firewall – For Http/Https traffic**
  I managed the deployment and integration of Sophos firewall into Multichoice - Maiduguri network as replacement for Pfsense proxy server. I did this remotely via video conferencing while directing a non-technical person on-site on the connections to make on both LAN and WAN interfaces of the device. I configured all http/https traffic rules and filters in-line with the purpose of the device on the network.

- **9mobile radio link installation – For SIP service**
  I supervised the installation of 9mobile's radio link in Multichoice Abuja office. This project involved cable laying, configuration of a point-to-point network between the ODU and IDU. I also facilitated the integration of the link into the production environment.

- **Vodacom radio link installation – Back up internet**
  I supervised the installation of Vodacom's radio link which serves as emergency internet link within the Multichoice Abuja office. This project involved; radio installation at roof top, cable laying, configuration of a point-to-point network between the ODU and IDU and integration of the link into the production environment.

- **OgaTickets (Web Application)**
  I led a team of developers in the design and implementation of an E-ticketing purchase and tracking system aimed at mitigating accounting problems in event ticketing using a set of RESTful API endpoints.

- **Security Camera Installation (Dstv Container-Offices)**
  I coordinated the installation of blink home monitor cameras in 40+ sites across Nigeria to enable manager's access to footage from their mobile devices.

CERTIFICATES

Oracle Financials Cloud 2018 Presales Specialist	**June, 2020**
Oracle PPM Cloud 2018 Presales Specialist	**June, 2020**
Oracle Cloud ERP - Risk Management 2021 Sales Specialist	**January, 2021**
Oracle Cloud ERP - Financials 2021 Sales Specialist	**January, 2021**
oracle Project Management cloud 2020 Sales Specialist	**January, 2021**
oracle ERP cloud 2020 Solution Engineer Specialist	**January, 2021**
CompTIA Security+ CE	**May, 2021**
Microsoft Azure Fundamentals	**July, 2021**
Microsoft Security, Compliance and Identity Fundamentals	**July, 2021**
Microsoft Azure Administrator	**In-View**
Microsoft Security Operations Analyst	**In-View**

EDUCATION

University of Uyo, Akwa-Ibom, Nigeria.   **2012-2018**
B.Eng., Computer Engineering (Second Class Honors)

Relevant Coursework: Engineering Mathematics, Engineering Economics, Software Engineering, Control Systems Engineering, Numerical Analysis, Assembly Language Programming, Communication Systems, Microcomputer Hardware & Software Techniques, Advanced Computer Programming, Circuit Theory, Communication Principles, Digital Signal processing, Data Communication & Networking, Measurement & Instrumentation.

Clubs/Activities: Association of Computer Engineering Students (ACES), Nigerian University Engineering Students Association (NUESA)

Relevant Project (Completed): Optimization of Walficsh-Bertoni pathloss model using constant DC offset.

TECHNICAL SKILLS

Automation: PDQ Deploy
Cloud Computing: Microsoft Azure
Hardware Troubleshooting / Repairs
Networking: Cisco, Netgear, Dreytek, D-link, Riverbed, Meraki, Ubiquiti
Network Analysis: Wireshark, WhatsUp Gold, Nmap, PRTG Monitor
Network Security: Pfsense, Checkpoint UTM, Sophos
Network Reconnaissance: Kali Linux, Nmap, Angry IP scanner
Other Tools: Git, Trello, Confluence, MS Word, MS Excel, MS Power Point, Putty, Photoshop CC
Programming: Python
Virtualization: Windows HyperV, VmWare, Virtual box

INTERESTS

Sports | Artificial Intelligence | Computer Networking| Cybersecurity | Music | Travel | Events and Lifestyle | Politics | Business start-ups | Robotics | Cloud Computing

LANGUAGES

English - Level of Proficiency (Fluent)
Yoruba - Level of Proficiency (Fluent)

REFERENCES

Available on request