

# Arinze Edeh

Junior Systems Administrator | Infrastructure & Cloud Support

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**Location:** Open to Remote & Relocation

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## SUMMARY

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Junior Systems Administrator with hands-on experience supporting Windows and Linux environments, cloud infrastructure, and core IT operations. Proven ability to deploy, configure, monitor, and troubleshoot systems through extensive home lab projects and real-world IT support experience. Strong foundation in Active Directory, cloud platforms (AWS & Azure), monitoring, backup & recovery, and automation fundamentals. Excel at producing clear documentation, solving complex problems through structured approaches, and proactively expanding my expertise through continuous learning.

## TECHNICAL SKILLS

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- **Systems Administration:** Windows Server, Active Directory, Group Policy, Linux (Ubuntu)
- **Cloud & Infrastructure:** AWS EC2, S3, IAM | Azure Virtual Machines, VNets, Storage
- **Networking:** TCP/IP, Subnetting, VPN Concepts, Firewalls, NSGs, Security Groups
- **Monitoring & Reliability:** Zabbix, System Health Monitoring, Alerting
- **Backup & Recovery:** Windows Backup, File History, VM Snapshots, Restore Testing
- **Troubleshooting:** Windows & Linux OS, User Access Issues, Network Connectivity
- **Automation & Scripting:** PowerShell (user provisioning, error handling), Bash fundamentals
- **Documentation:** Technical Runbooks, GitHub Lab Documentation

## EXPERIENCE

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### Technical Projects

November 2025 – Present

Systems, Cloud & Infrastructure Home Labs

Self-Directed | GitHub Documented

### Systems Administration & Identity

- Deployed and managed Active Directory users, groups, and permissions.
- Configured Group Policy and validated user authentication workflows.

### Cloud Infrastructure (AWS & Azure)

- Provisioned EC2 instances and Azure VMs with secure access controls.
- Set up IAM users, security groups, VNets, and storage accounts.
- Validated remote access via SSH/RDP.

### Monitoring & Observability

- Installed and configured Zabbix monitoring server on Linux.
- Added Windows and Linux hosts, configured triggers, and generated test alerts.
- Built dashboards to visualize system health metrics.

### Backup, Restore & Patch Management

- Created system restore points and file backups.

- Performed VM snapshot creation and recovery testing.
- Simulated update deployment, validation, and rollback scenarios.

**Help Desk Support (Remote Intern)**  
Bee Tee Haulage and Logistics

**September 2024 – October 2025**  
Lagos, Nigeria

- Delivered Tier 1-2 support to 50+ users, increasing team productivity by 20%.
- Resolved 95% of operating system and application issues , significantly minimizing user downtime and maintaining high system availability.
- Optimized ticket resolution workflows to achieve a 95% SLA compliance rate , which effectively reduced average response times by 30%.
- Managed user identities and access via the Microsoft 365 Admin Center , improving provisioning efficiency and turnaround times by 25%.
- Refined file-sharing protocols and access support , resulting in a 35% reduction in downtime caused by access-related bottlenecks.
- Standardized support operations by developing a library of 50+ technical troubleshooting guides, which boosted resolution efficiency by 40%.
- Acted as a technical liaison for 50+ users , simplifying complex issues and increasing user satisfaction ratings by 15%.

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## EDUCATION

**Bachelor of Science, Computer Science**  
University of the People, California, USA  
Expected December 2026 | CGPA: 4.0/4.0

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## CERTIFICATIONS

- Google IT Support Professional Certificate - 2025
- AWS Certified Cloud Practitioner - 2021
- Microsoft Azure Fundamentals (AZ-900 - Training) – 2021

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## ADDITIONAL INFORMATION

- Passionate about systems reliability, automation, and cloud infrastructure
- Comfortable working in asynchronous environments across the US, UK, CAN, and EU time zones