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Professional Summary

Application/Software Support Engineer with 5+ years of experience in enterprise-scale application support, incident management, and performance optimization. Skilled in root cause analysis, automation, CI/CD pipeline maintenance, and monitoring tools (Dynatrace, Grafana, Splunk). Proven track record of reducing downtime, improving MTTR, and leading teams to deliver reliable, customer-focused technical solutions. Strong expertise in L2/L3 support, software engineering, and system integration, with the ability to streamline processes, resolve complex issues, and enhance customer satisfaction. Recognized for strong problem-solving, documentation, and mentoring of junior engineers.

Core Skills

- Application Support (L2/L3) | Incident, Problem & Change Management (ITIL)
- Languages & Frameworks: Java, Python, Shell, C++, .NET, VB
- Databases: Oracle, Azure SQL DB, MySQL, MongoDB
- Monitoring & Observability: Dynatrace, Grafana, Splunk, Elastic, CloudWatch, Datadog
- Automation & Scripting: PowerShell, UiPath, ProcessMaker, Python, Shell, JavaScript
- Cloud & DevOps: CI/CD, AWS, Azure, GitHub, ServiceNow, RabbitMQ, ESB/ACE
- Ticketing & ITSM: ServiceNow, Jira, Remedy
- Root Cause Analysis | SLA/OLA Management | Stakeholder Communication

Certifications

- API Support Development – Techyjaunt (2025)
- Meta Support Developer – Coursera (2025)
- Technical Support Developer – Tech Studio Academy (2025)
- IBM Certified: IT Admin & Support (2024)
- Microsoft Certified: Azure Data Fundamentals (2022)
- Google IT Support Certificate (2021)
- UiPath RPA Developer – Foundation & Advanced (2021–2022)

Professional Experience

Guaranty Trust Bank (GTCO) – Application/Technical Support Engineer | Unit Head

Oct 2022 – Jul 2025 | Canada/Nigeria

- Served as Unit Head, leading a team of 4 support engineers investigating technical issues, managing daily operations, escalations, and performance reviews.
- Provided L2/L3 application (test and production environment) support for banking systems (Internet Banking, USSD, APIs, the loan web applications), ensuring 99.9% uptime and serving over 3M daily users.
- Collaborated with cross-functional teams to implement bug fixes and improve system reliability, cutting P1 incidents by 30% year-over-year.
- Improved incident response, reducing MTTR by 20% through better workflows and monitoring.
- Conducted root cause analysis on Java, Python, and C++ applications, cutting repeat incidents by 30%.
- Administered and optimized infrastructure (Windows, Linux, MySQL, MongoDB), boosting performance by 15%.

- Designed automation scripts (Python, PowerShell, JavaScript, C#), reducing manual toil by 35%.
- Enhanced deployment success by 20% through operational readiness reviews.
- Developed SOPs and dashboards, reducing new engineer onboarding time by 40%.
- Applied SRE practices with Dynatrace, Elastic, Grafana, reducing downtime by 35%.
- Trained and mentored junior engineers on root cause analysis and escalation protocols

dipoleDiamond Ltd (FinTech) – Solution Engineer / L2 Support Engineer

Apr 2021 – Oct 2022 | Nigeria

- Delivered L2 support and troubleshooting for RPA and enterprise solutions, achieving 99% uptime.
- Developed automation workflows with UiPath, ProcessMaker, and Power Automate, reducing manual effort by 40%.
- Built functional/automated tests, cutting post-release defects by 20%.
- Designed and optimized SQL/NoSQL databases, improving query performance by 15%.
- Delivered SharePoint administration and end-user training, boosting adoption by 30%.

United Bank for Africa (UBA) – SRE / L2 Support Engineer

Jun 2020 – Apr 2021 | Nigeria

- Monitored enterprise apps across 19 countries with Dynatrace, SolarWinds, CloudWatch, reducing downtime by 25%.
- Implemented Azure AD policies & Intune, strengthening compliance and device security by 40%.
- Automated server and endpoint tasks with Shell/PowerShell, reducing manual effort by 30%.
- Delivered L3 support for financial applications, resolving 95% of incidents within SLA.

Opay Tech Solutions – Application Support Analyst

Feb 2018 – Jun 2020 | Nigeria

- Delivered L2 Support for custom ERP and CRM systems across 15+ client organizations.
- Handles incident triage and escalation, consistently meeting SLA targets.
- Assisted in deploying automated deployment pipelines (Jenkins) for smoother release management.
- Provided on-call support in a 24/7 rotational model, resolving an average of 300+ tickets/month.

Key Projects

- Automation Framework: Built with Python, PowerShell & ServiceNow APIs □ cut ticket resolution time by 45%.
- HA/Failover Upgrade: Led cross-functional project □ achieved 99.99% uptime and reduced failover time to less than 5 mins.
- Knowledge Base Development: Standardized SOPs & automation scripts □ reduced new engineer onboarding by 40%.
- Awarded “Employee of the Quarter” for leading resolution of a critical outage that restored services within 45 minutes instead of the projected 4 hours.

Education

Postgraduate Diploma, Computer Science – Obafemi Awolowo University (2025)

B.Sc., Biotechnology – Ekiti State University (2019)

WASSCE - Unique Minds International College (2013)