

# CHIDIEBERE OHIRI

SYSTEMS INFRASTRUCTURE ENGINEER

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## Professional Summary

With over seven years of experience in digital solutions and IT systems, I specialize in bridging technology and human interaction to create seamless, accessible, and efficient experiences. I navigate the complexities of digital transformation, developing interactive solutions that enhance system performance and empower individuals and organizations to connect, innovate, and succeed.

## Technical Skills

Microsoft 365 Administration	Programming Lang (Python, JS)	Scripting and Automation
Active Directory and Azure AD	Web DevOps (Django, Django RF)	Networking (TCP/IP, Firewall)
PowerShell Scripting	Database Management (Postgres)	Backup and Disaster Recovery
Security and Compliance	Version Control (Git, Github)	Virtualization and Cloud
Intune and Endpoint Manager	Testing and Debugging	Monitoring and Performance
Troubleshooting and Support	Software Development Lifecycle	

## Relevant Work Experience

Python and Django Technical Writer | [Mastering Backend](#), NG Jan 2025 - Present

Created 30+ Python and Django tutorials, interactive coding exercises, and structured learning paths for 100+ developers. Contributed to open-source documentation and collaborated with experts to improve learning experiences.

- **Python & Django Tutorial Development** Created 30+ step-by-step tutorials, helping developers master Python and Django concepts through practical, real-world examples.
- **Hands-On Learning Materials & Code Samples:** Developed interactive coding exercises, well-documented code samples, and project-based learning materials to enhance developer understanding.
- **Beginner-to-Advanced Educational Content:** Designed structured learning paths covering Django ORM, authentication, and deployment, reaching 100+ learners globally.
- **Collaboration with Developers & Educators:** Worked with developers and educators to ensure tutorial accuracy, leading to a 20% increase in course completion rates and improved user experience.

Microsoft 365 Solutions Architect | [Gigmo Solutions](#), US Oct 2024 - Present

Facilitated seamless Microsoft 365 onboarding, customization, and security implementation. Provided Tier-3 technical support, resolving complex issues and ensuring compliance. Proactively optimized performance and gathered customer feedback for continuous improvement.

- **Seamless Microsoft 365 Onboarding & Customization:** Successfully migrated 200+ customers to Microsoft 365 from Google Workspace, On-premise (Exchange and Active Directory) and Namecheap.

- **Tier-3 Technical Support & Issue Resolution:** Maintained initial response time of 2 minutes (upon ticket engagement), resolved 85% of escalated support cases within SLA, minimizing disruptions for enterprise clients. Updated case notes and contributed to knowledge base articles.
- **Security, Compliance & Account Management:** Managed licensing and access controls for 1,000+ users, ensuring compliance with organizational policies. Regained ownership control of Hacked accounts and implemented multi-layer security measures to improve tenant's security posture.
- **Customer Engagement & Industry Representation:** Gathered and relayed customer insights, influencing 2 product enhancements in Outlook on the Web and Copilot

#### IT Systems Administrator | [Kasi Cloud & Datacenters](#), NG

Oct 2023 – Sep 2024

Managed IT infrastructure to ensure seamless daily operations and system reliability. Implemented automation and monitoring systems to improve asset management and network performance. Enhanced security, optimized workflows, and improved service delivery through a ticketing system.

- **IT Infrastructure Management & Operations Support:** Managed and maintained IT infrastructure, ensuring 99.9% system uptime for seamless daily operations across departments. Provided technical support, resolving 95% of user issues within SLA, minimizing workflow disruptions
- **Asset & Network Monitoring Optimization:** Developed a kitchen inventory tracker application, which improved food items purchasing flow, food item availability status and kitchen staff general management of food items. Built and deployed a ping monitoring system, which tracked network availability status, server downtime and network latency thus enabling 24/7 network availability tracking and reducing downtime incidents.
- **Security & Surveillance Enhancements:** Led the installation of a CCTV surveillance system across the company's HQ. Pairing with the security team, I was able to deploy a guard patrol system in the HQ and train our in house security staff on usage.
- **Service Management & Workflow Automation:** Designed and implemented a ticketing system, to accept, review and troubleshoot service issues from internal users, clients and vendors. Executed system upgrades and patches with zero unplanned downtime, keeping infrastructure secure and up to date.
- **Cross-Team Collaboration & Process Improvement:** Worked with multiple departments to align IT strategies with business goals, increasing overall team productivity. Regularly reviewed and updated IT policies to maintain security and operational efficiency.

#### Enterprise Technical Lead | [Tek Experts](#), NG

Jul 2022 – Oct 2023

Monitored and managed ticket progress, ensuring timely resolutions and organized workflows. Collaborated across teams to tackle complex technical issues, providing advanced troubleshooting and support for escalated cases.

Maintained SLA commitments while documenting solutions for knowledge sharing and future reference.

- **Ticket Monitoring & Resolution Management:** Tracked and followed up on stalled tickets, ensuring 100% resolution of open cases and maintaining an organized system.
- **Cross-Team Collaboration & Issue Resolution:** Worked with multiple teams (SharePoint Online, Teams and OneDrive for Business) to resolve cross-product technical issues, improving response efficiency and customer satisfaction.
- **Critical Issue Handling & Customer Communication:** Managed escalated cases by setting expectations, implementing action plans, and keeping stakeholders informed, reducing resolution time by 40%
- **Advanced Troubleshooting & Escalation Support:** Provided Level 3 technical support for corporate customers, successfully resolving 90% of complex issues that could not be handled at Level 2.

- **Documentation & Knowledge Sharing:** Created detailed documentation of technical solutions on OneNote and Yammer which increased troubleshooting efficiency for my Team members.

## Microsoft 365 Support Engineer Level II | [Tek Experts](#), NG

Sept 2021 – Jul 2022

Provided global support for Microsoft 365 security, compliance, and threat management, ensuring smooth deployments and issue resolution. Delivered expert assistance across Exchange Online, Azure AD, Defender, and identity management.

- **Global Microsoft 365 Security & Compliance Support:** Assisted EMEA, NOAM, and APGC customers in planning, deploying, and managing Microsoft 365 security, threat management, and compliance workloads.
- **High-Volume Case Resolution & SLA Commitment:** Consistently closed 90+ cases per month (exceeding the 60-case target) while ensuring fast, high-quality resolutions and maintaining strong customer relationships.
- **Escalation Management & Technical Expertise:** Provided expert support for Exchange Online, Azure AD, Active Directory, Defender, Compliance, Identity & Access, and PowerShell, resolving escalated tickets within SLA.
- **Mentorship & Training of New Engineers:** Served as the primary mentor for new support engineers, guiding them through real-world customer interactions and technical troubleshooting.
- **Hybrid & Migration Support:** Delivered advanced assistance for Exchange Hybrid deployments, mailbox migrations, synchronization, and identity management, ensuring smooth transitions for customers.

## Team Lead, Information Technology Systems | [Goldenville Schools](#), NG

Jan 2019 – Oct 2021

Managed school IT infrastructure, minimizing downtimes and integrating improved digital tools. Led student programming classes, educator training on Office 365 and Edves, and cybersecurity workshops for parents. Oversaw website rebranding, resolved technical issues, and implemented IT policies to enhance operations.

- **IT Infrastructure Management & Optimization:** Oversaw all school IT systems, minimizing service downtimes and integrating improved tools for better efficiency.
- **Educational Technology & Training:** Co-created a 5-month programming hub for students (ages 10-16) using Python and conducted Office 365 & Edves training for educators.
- **Parental IT Training & Cybersecurity Awareness:** Delivered workshops on cybersecurity, digital marketing, and email communication, enhancing digital literacy among parents.
- **Website Rebranding & Digital Transformation:** Led a website rebranding project, including domain migration, content transfer, and modernizing the site to align with the school's theme.
- **Technical Support & IT Policy Implementation:** Served as the primary IT contact, resolving technical issues, bridging leadership-educator communication, and shaping IT policies.

## Educational Background

### Master of Business Administration, [Tekedia Institute](#), Boston, US

Jul 2020 – Nov 2020

- Program Focus: Marketing, Project Management, Digital Innovation

### Bachelor of Science, Psychology, [Covenant University](#), Ota, NG

Aug 2014 - Jul 2018

- Relevant Coursework: Consumer Neuroscience, Advertising Psychology, Behavioural Economics

## Certifications

**Microsoft 365 Certified: Administrator Expert, Microsoft**

**Oct 2024**

Credential ID: B1172F3BCAA82478

Certification number: 58DM42-0995C6

[Verify](#)

**Identity and Access Administrator Associate, Microsoft**

**Sept 2023**

Credential ID: 718BCA102DE15900

Certification number: BA7468-5A06F0

[Verify](#)

**Certified Entry-Level Python Programmer, Python Institute**

**Mar 2020**

[Verify](#)