EMEKA BENNY OBINWA

Technical Support Engineer

Lagos, Nigeria

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WORK EXPERIENCE

UBA Group – Head Office, Lagos, Nigeria
IT Support and Project Management - Africa   *May. 2022 – Date*

Key Duties and Contributions:
- Support Executive and Digital Rate Board Administrator for 19 subsidiaries.
- I review daily IT tickets logged across 19 subsidiary African countries and ensure timely resolution according to SLA while providing L2 and L3 support and ensuring resolution of all escalated issues.
- I drive IT Enterprise project delivery in subsidiaries from inception to production.
- I prepare and share detailed progress reports on ongoing projects in the subsidiaries and group at large.
- I prepare and share training materials to aid subsidiary IT Reps with troubleshooting and quick resolution of issues.
- I coordinate weekly and monthly meetings with in-country IT Support Reps and IT Heads to identify obstacles and deal with them timely and appropriately.
- I conduct audit exception reviews and vulnerability remediation exercises with subsidiaries to ensure their compliance with IT standards and policies.

Bureau for Rights-Based Development (BRD) – Remote
Technical Support Volunteer   *Jun. 2021 – Date*

Key Duties and Contributions:
- Office 365 Administration (SharePoint Online).
- Microsoft Azure AD Support and Administration.
- Website Management.

International Energy Services Limited – Lagos, Nigeria
IT Administrator   *Jan. 2019 – Sep. 2021*
IT Support Engineer   *Jun. 2015 - Oct. 2017*
Key Duties and Contributions:
- Successfully supported over 300 employees across Africa and Europe, including cross-functional teams of engineers, lab scientists, business developers, expatriates, and managers.
- Maintained a 99% uptime per annum managing the company's in-house servers, firewall, and distributed network, while also ensuring security and data integrity through access controls, security and backups.
- Ensured over 85% compliance with IT and organizational standards while administering Microsoft 365 workloads (Exchange Online, SharePoint Online, Teams), and all in-house computer infrastructure.
- Contributed to the successful completion of several engineering projects worth over 100 million dollars in revenue by leading the setup and management of Microsoft 365 workloads that enabled cross-organizational communication, collaboration, and resource sharing.
- Improved business process efficiency and productivity by 45% across the entire organization by digitalizing tedious manual and repetitive in-house departmental processes using Microsoft 365 apps like Planner, To Do, Forms, SharePoint, and Power Apps. Additionally, I designed and deployed a digitalized QR code incident report form for the Health and Safety department, resulting in a 30% reduction in printer consumables and paper usage. Co-authored usage manuals and co-administered end-user training on in-house enterprise applications, achieving a 60% reduction in problem escalation and resolution.

EDUCATION

Covenant University - Ota, Ogun State
Bachelor of Engineering in Information and Communication Engineering. *Sep. 2008 - July 2013*

ADDITIONAL INFORMATION

SKILLS: Microsoft 365 Administration | Server Administration (Windows, Linux) | Operating Systems (Windows, Linux, MacOS) | Networking | Firewalls & Security | Scripting (Bash, PowerShell) | SQL | Project Management | Cloud Platforms (AWS, Azure, GCP, IBM Cloud) | Version Control (Git, GitHub) | CI/CD (GitHub Actions) | Problem-solving and Troubleshooting | Strong listening and communication skills | Resourceful and Reliable

INTERESTS: Microsoft Power Apps, Low code & No code tools, Cloud Engineering, YouTube, Football

LANGUAGES: English (Fluent), German (Basic), French (Basic)

CERTIFICATIONS

- **Google IT Support Professional** (February 2021)
- **Microsoft Azure Fundamentals** (July 2021)
- **Microsoft Azure Administrator Associate** (August 2021)
- **Microsoft Certified: Power Platform Fundamentals** (November 2022)
- **Microsoft Certified: Security, Compliance, and Identity Fundamentals** (December 2022)
- **Microsoft Certified: Power Platform App Maker Associate** (January 2023)
- **Microsoft Certified: Security Operations Analyst Associate** (February 2023)
- **Certified in Cybersecurity - ISC2** (April 2023)