EMEKA BENNY OBINWA
Technical Support Engineer
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SKILLS

Technical Skills: Microsoft 365 Administration | Server Administration (Windows, Linux) | Operating Systems (Windows, Linux, MacOS) | Networking | Firewalls & Security | Scripting (Bash, PowerShell) | SQL | Project Management | Virtualization | Cloud Platforms (AWS, Azure, GCP, ORACLE Cloud) | Version Control (Git, GitHub) | CI/CD (GitHub Actions) | Troubleshooting

Other Skills: Effective Communicator | Resourceful | Support-oriented | Quick Study | Adaptable

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)
- **Microsoft Azure AI Fundamentals** (September 2023)
- **Google Cloud Associate Cloud Engineer** (September 2023)
- **Oracle Cloud Infrastructure 2023 Certified Foundations Associate** (September 2023)
- **Oracle Cloud Infrastructure 2023 Certified Multicloud Architect Associate** (September 2023)

WORK EXPERIENCE

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

Key Duties:
- I serve as a Support Executive for 19 African subsidiaries, offering technical assistance and overseeing IT projects.
- I review daily IT tickets logged across all these subsidiaries and ensure timely resolution according to SLA by providing L2 and L3 support or escalating issues to other responsible parties where necessary.
- I oversee and drive the entire process of delivering IT projects in Africa, starting from their inception and seeing them through UAT, SIT and ultimately to the production phase.
- I prepare and present detailed progress reports on ongoing projects in the subsidiaries to management.
- I prepare training materials to aid subsidiary IT Reps and users with troubleshooting and quick resolution of technical 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 the Bank's IT standards and policies.
- I am responsible for administering the Digital Rate Board server and providing support for the Digital Rate Board application that displays rates electronically in over 100 UBA branches across Africa.

Key Accomplishments:
- Leveraged Power Automate to design and implement automated workflows that eliminated the manual and time-consuming process of retrieving daily issues reports from subsidiary IT Heads. This resulted in an increased volume of reports received, improved resolution timeframe for critical issues and improved productivity, saving the company at least 2 hours per week.
- Recorded Macros to automate data cleaning/formatting and to generate reports quickly, saving my team at least 45 minutes every morning.
- Drove the setting up and upgrade of SCCM distribution points in all 19 subsidiaries, improving endpoint patch management and vulnerability remediation processes by 25%.
- Improved the overall 2FA for end-user PC's adoption and compliance rate for Africa from 36% to 85% and at 2 times the rollout rate before taking on the project.

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 - Successfully revamped the organization's website, resulting in a modern and user-friendly design that enhanced the organization's online presence and user engagement. Implemented responsive web design principles, improved navigation, and optimized the site for search engine visibility, resulting in a 40% increase in website traffic and a 25% increase in online donations.

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*