

EMEKA BENNY OBINWA

Technical Support Specialist

[Lagos, Nigeria](#) | emeka@benny.com.ng | www.benny.com.ng | [LinkedIn](#)

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

- **Cloud & Infrastructure:**
 - Oracle Cloud Infrastructure 2023 Certified Multicloud Architect Associate (September 2023)
 - Google Cloud Associate Cloud Engineer (September 2023)
 - Microsoft Azure Administrator Associate (August 2021)
- **Security & Operations:**
 - Microsoft Certified: Security Operations Analyst Associate (February 2023)
 - Certified in Cybersecurity - ISC2 (April 2023)
- **Automation:**
 - Microsoft Certified: Power Platform App Maker Associate (January 2023)

WORK EXPERIENCE

UBA Group – Head Office, Lagos, Nigeria

IT Support and Project Management - Africa

May. 2022 – Date

Key Duties:

- Provide comprehensive technical leadership and support for 19 African subsidiaries, overseeing a wide range of IT projects and ensuring operational excellence.
- Drive efficient resolution of daily IT tickets across all subsidiaries, consistently meeting or exceeding Service Level Agreements (SLAs) through expert L2 and L3 support.
- Manage the full lifecycle of IT project delivery for UBA Africa, from initial concept and planning through User Acceptance Testing (UAT), System Integration Testing (SIT), and successful production deployment.
- Develop and deliver insightful progress reports on ongoing subsidiary projects, providing clear communication to stakeholders
- Create effective training materials to empower subsidiary IT Representatives and end-users with essential troubleshooting skills, fostering self-sufficiency and quick issue resolution.
- Facilitate productive weekly and monthly meetings with in-country IT Support Representatives and IT Heads, ensuring coordinated efforts and strategic alignment.
- Lead critical audit exception reviews and vulnerability remediation initiatives across subsidiaries, guaranteeing adherence to the Bank's stringent IT standards and policies.
- Administer and maintain the Digital Rate Board application, ensuring seamless electronic rate display across over 100 UBA branches throughout Africa.

- Serve as the primary Nexthink Administrator, leveraging the platform to optimize IT operations and enhance system performance.

Key Accomplishments:

- Automated daily issue reporting on many projects by designing and implementing Power Automate workflows, which significantly increased report volume, expedited critical issue resolution, and boosted overall productivity, saving UBA over 100 hours annually.
- Streamlined data processes by developing Excel macros for automated data cleaning, formatting, and report generation, which saved my team 45 minutes every morning.
- Led the successful deployment and upgrade of SCCM distribution points across all 19 subsidiaries, enhancing endpoint patch management and vulnerability remediation success rates by 25%.
- Spearheaded a 2FA adoption initiative for end-user PCs across Africa, increasing compliance from 36% to 95% and doubling the rollout rate compared to previous efforts.

Bureau for Rights-Based Development (BRD) – Remote

Technical Support Volunteer

Jun. 2021 – Dec. 2023

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