

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:

- Provided comprehensive technical leadership and support for 19 African subsidiaries, ensuring operational excellence and continuous service availability for critical IT infrastructure.
- Managed the full lifecycle of complex IT projects, from initial planning to successful production deployment, with a focus on User Acceptance Testing (UAT) and System Integration Testing (SIT).
- Performed advanced L2 and L3 incident management and troubleshooting for enterprise-level systems, consistently exceeding Service Level Agreements (SLAs) through expert root cause analysis (RCA) and resolution.
- Actively monitored and supported core-banking APIs, middleware, and microservices to ensure continuous availability, high performance, and seamless integration with third-party services.
- Reviewed system logs and telemetry data to diagnose and resolve critical issues and identify opportunities for proactive system optimization and bottleneck resolution.
- Collaborated directly with developers and QA teams to implement and test patches and new deployments for core-banking systems, ensuring all code changes were prepared for a smooth, reliable production release.
- Led critical audit exception reviews and vulnerability remediation initiatives, guaranteeing strict adherence to the Bank's IT security standards and compliance frameworks, including principles of PCI-DSS and GDPR.
- Developed and delivered insightful progress reports and clear technical documentation for ongoing projects, providing transparent communication to all stakeholders and internal teams.
- Served as the primary system administrator for enterprise applications, including the Digital Rate Board, ensuring high-availability and consistent performance across a multi-branch environment.

- Leveraged my role as a Nexthink Administrator to monitor digital employee experience, proactively identify system bottlenecks, and enhance the performance and reliability of critical IT operations supporting payments and banking infrastructure.
- Designed and delivered effective knowledge-sharing and post-implementation training to empower internal IT teams and end-users with essential troubleshooting and maintenance skills.
- Identified opportunities for process automation and efficiency improvements to enhance the effectiveness of technical support and engineering workflows.

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% by digitalizing key departmental workflows and co-authoring training manuals that reduced problem escalations by 60%.

EDUCATION

Covenant University - Ota, Ogun State

Bachelor of Engineering in Information and Communication Engineering.

Sep. 2008 - July 2013