**EMEKA BENNY OBINWA**

Technical Support Engineer

Lagos, Nigeria

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I am a Technical Support Specialist and Cloud Engineer with expertise in providing enterprise-level technical support and infrastructure workload administration. I am enthusiastic about technology and enjoy solving problems.

**SKILLS**

* Microsoft 365 Administration: SharePoint, Teams, Exchange Online, Power Automate
* Google Workspace Administration: Gmail, Calendar, Drive, Meet
* Operating Systems: Windows, Linux, MacOS, iOS and Android
* Microsoft Office Applications – Word, Excel, PowerPoint
* Server Administration: Windows Server 2008, 2012, 2016 & 2019
* Virtualization: VM-Ware, Hyper-V, Oracle VM VirtualBox
* Networking: LAN, WAN, WLAN, DNS
* Databases: SQL, SQL Server
* Firewalls and Endpoint Security: Sophos XG, Sophos Intercept X
* Programming / Scripting Languages: Python, Bash, PowerShell, JavaScript, YAML
* Project Management: Jira, Zendesk, Asana
* Cloud Platforms: AWS, Azure, GCP, IBM Cloud
* Version Control: Git, GitHub
* CI/CD: GitHub Actions
* API/API Testing: REST, SOAP, Postman
* Excellent analytical and troubleshooting skills
* Support-oriented with a problem-solving mindset
* Strong communication and interpersonal skills
* Eager to learn, quick learner
* Languages: English (Fluent), German (Basic), French (Basic)

**WORK EXPERIENCE**

**UBA Group – Lagos, Nigeria**

**IT Support and Project Management - Africa *May. 2022 – Date***

**Key Duties and Contributions:**

* I review daily IT tickets logged across 19 subsidiary African countries and ensure timely resolution according to SLA.
* I provide L2 and L3 support and drive resolution for tough issues escalated from all African countries.
* I drive IT Enterprise project delivery in subsidiaries from inception to production.
* I prepare detailed progress reports on ongoing projects in the subsidiaries and group at large.
* I prepare and share training materials to aid application troubleshooting and usage.
* I coordinate weekly and monthly meetings with in-country IT Support Reps and IT Heads respectively, to identify obstacles and deal with them timely and appropriately.
* I conduct audit exception reviews and vulnerability remediation exercises in subsidiaries to ensure compliance with IT standards and policies.

**Bureau for Rights-Based Development (BRD) – Remote**

**Technical Support *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.
* Managed the company's in-house servers, firewall, and distributed network, ensuring security and data integrity through access controls, backups, and firewalls, maintaining a 99.9% uptime per annum.
* Administered Microsoft 365 workloads (Exchange Online, SharePoint Online, Teams), as well as all in-house computer infrastructure and ensured over 85% compliance with IT and organizational standards.
* Led the setup and management of Microsoft 365 workloads that enabled cross-organizational communication, collaboration, and resource sharing, contributing to the successful completion of several engineering projects worth over 100 million dollars in revenue.
* 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, designed and deployed a digitalized QR code incident report form, resulting in a 30% reduction in printer consumables and paper usage for the organization's Health and Safety department. 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**

* **B. Eng. Information and Communication Engineering**, Covenant University, Ota, Ogun State. (2013).

**CERTIFICATIONS**

* **Google IT Support Professional** (February 2021)
* **Microsoft Azure Fundamentals** (July 2021)
* **Microsoft Azure Administrator Associate** (August 2021)