**EMEKA BENNY OBINWA**

Technical Support Specialist

**Lagos, Nigeria** | [**emeka@benny.com.ng**](mailto:obinwaemekabenny@gmail.com) |[**www.benny.com.ng**](http://www.benny.com.ng) | [**LinkedIn**](http://www.linkedin.com/in/benny-emeka)

**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.

**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.
* I 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***