**GABRIEL ONYIEAGHO**

**Lead Noc Engineer/Cloud Infrastructure Associate**

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**PROFILE SUMMARY**

Highly skilled Network Operations Center Engineer with extensive experience in managing and monitoring network systems and cloud infrastructure. Proficient in AWS cloud architecture and Services (EC2, ELB, RDS, Route53 & S3), network troubleshooting, and incident management. Adept at optimizing system performance and ensuring high availability and fault-tolerant services. Seeking to leverage expertise in network operations and cloud technologies to contribute at large to organizational success.

**TECHNICAL SKILLS**

**Cloud Platforms:** Amazon Web Services (AWS), Microsoft Azure

**Networking:** TCP/IP, DNS, DHCP, VPN, VLAN, Firewalls, Routing & Switching

**Cloud Services:** Virtual Machines(AWS EC2, AZURE VM) , Virtual Networks(AWS VPC,AZURE VNets), Cloud Deployment(AWS CloudFormation, ARM-Azure Resource Manager), Monitoring(AWS CloudWatch, Azure Monitoring), IAM(AWS IAM, Azure IAM).

**Programming/Scripting Languages:** Python, Bash, Shell

**Operating Systems:** Linux, Windows

**Monitoring & Analysis:** NetBoss, PRTG, SolarWinds, AWS CloudWatch, Azure Monitoring

**Tools & Technologies:** Docker, Kubernetes, Terraform

**SOFT SKILLS**

Problem-solving skills, accuracy, and integrity to achieve high-performance goals and meet deadlines

Decisive, adaptable, resilient, and confident in making informed choices.

Committed to continuous learning, teamwork, and collaboration.

Customer-oriented with strong analytical and communication Skills.

**PROJECTS**

**Cloud-Based Monitoring Integration**

02/2023 – 04/2024

Integrated AWS CloudWatch with existing network monitoring tools to extend monitoring capabilities to cloud environments.

Configured custom CloudWatch metrics and alarms to monitor critical AWS resources, improving incident detection and response.

**AWS Cloud Migration Project**

11/2023 – 01/2024

Assisted in the migration of network monitoring and management systems from on-premises to AWS.

Developed CloudFormation templates for automated deployment and scaling of monitoring infrastructure.

**Automated Incident Response Workflow**

08/2023 – 10/2023

Created automation scripts using Python/Bash Scripting and AWS Lambda to streamline incident response processes.

Improved incident resolution times by automating alert handling and escalation procedures.

**PROFESSIONAL EXPERIENCE**

**MTN NIGERIA PLC, Ikoyi Lagos**

**Lead Engineer, Enterprise Fixed Services (NSMC-Fixed Services) 10/2023 to Current**

* Direct and manage a team of 15 Front Office NOC engineers in monitoring, maintaining, and optimizing network performance for local and international clients.
* Develop and implement robust network monitoring protocols and SOPs, reducing incident response times by 40%.
* Lead incident management efforts, ensuring timely resolution of network disruptions and adherence to SLAs.
* Collaborate closely with clients, vendors, and internal stakeholders to design and implement network upgrades

and expansions, enhancing scalability and reliability.

* Conduct regular training sessions for NOC team members on emerging technologies and best practices,

fostering a culture of continuous improvement.

* Monitored network operations and implemented proactive measures to maintain 99.9% uptime across client networks.
* Investigated and resolved escalated network incidents, ensuring minimal service disruption and client satisfaction.
* Implemented network security measures and compliance protocols, achieving a 30% reduction in security incidents.
* Monitored and managed network performance, availability, and incident resolution in a high-availability NOC environment.
* Coordinated with cross-functional teams to resolve network issues and escalate complex problems to higher-level engineers.
* Implemented and maintained network monitoring tools and dashboards to enhance visibility and proactive issue detection.
* Developed and refined incident response procedures, resulting in improved response times and reduced downtime.

**KEY ACHIEVEMENT**

* Reduced incident response times by 65% through the implementation of automated alerting and response workflows.
* Spearheaded the integration of AWS CloudWatch with existing network monitoring systems to extend visibility into cloud resources.
* Led a project to migrate on-premises network monitoring tools to AWS, improving scalability and reliability.

**Engineer, Enterprise Fixed Services (NSMC-Fixed Services) 12/2018 to 10/2023**

* Part of a team of specialists who provide daily network surveillance, problem resolution, monitoring, controlling, escalating, and dispatching of all network elements and ensure that MTN network faults (Fixed Network) are resolved to company requirements.
* Took Ownership of Customer Issues and follow problems through resolution.
* Involved in ensuring value is created by improving network performance, providing surveillance, troubleshooting, and resolving all network-related faults.
* Implemented change requests/planned work, using switch procedures. Monitor exchange performance statistics and generate weekly reports.
* Escalated all faulty devices or hardware detected after troubleshooting (which cannot be resolved remotely) to field support and contractor for replacements to improve network performance.
* Resolve Customers’ problems and faults on Switching and Fixed Lines problem from Call Centers, dispatching all unresolved faults to the Fixed Exchange Coordinator.
* Ticketing Activities such as a) Confirmation of Planned Work Ref (PWR) before integration of new links, b) Issuance and closure of Circuit Implementation, and c) Validating Tickets via Huawei OWS.

**KEY ACHIEVEMENTS**

* Part of a team that achieved Over 33% increase in the other services segment. This was possible due to indices such as effective/proactive enterprise fault management and collaboration with other stakeholders and vendors.
* Attained over 98% Network Availability both at the regional and National level. This was due to strict adherence to the updated Change Management Procedure for Access/Work ref to Switching Centers and other stakeholders’ collaboration.

**NETCOM AFRICA LTD –Victoria Island, Lagos 09/2017 – 02/2018**

**Network Engineer (Access Network Dept.)**

* Provided Network support to a) Field Operations b) Customer Support c) Managed Services (Network) d) Onsite Professional Services
* Conducted onsite Level2 support on a) Netcom Issue b) Circuit Integration Problem c) Recommendation of solution(s) pending Netcom and Clients approval
* Providing documentation and In-house training on a) Configuration Manual b) Training slides c) Procedures to improve the level of response time in resolving Network related issues/problems.
* Maintenance a) Recommend/Create maintenance schedule b) Provide remote/onsite support during the activity and run diagnostics to forecast performance thresholds.
* Monitoring a) Circuit monitoring, fine-tuning, alerts, network traffic, and usage to ensure optimal network operation.
* Performed analysis of network efficiency, traffic routing, and troubleshooting network/system failures

**KEY ACHIEVEMENTS**

* Reduced incident response times by 25% through improved diagnostic procedures and documentation
* Co-ordinated Successful migration project and resolution of recurring packet losses of high value enterprise customers leading to 95% retainership rate.

**SWIFT NETWORK LTD** –**Victoria Island, Lagos** **07/2013 – 04/2017**

**Field/Consumer Support Engineer (Customer Retention Unit)**

* Technical and Consumer key point man between swift and clients at Chevron Escravos Terminal
* Engaging in research activities for new market opportunities to increase sales volume
* Maintained and developed relationships with existing customers in person or via phone calls and emails
* Analyzed customer needs and identify the product to fit needs, desires, and budgets.
* Resolved customer complaints by investigating problems and developing solutions with other Stakeholders.
* Ensured uptime at assigned pops, managing and ensuring that Proactive testing, fault diagnostics, monitoring, and resolution are carried out.

**KEY ACHIEVEMENTS**

* Increased sales volume by 20% after expanding coverage to poorly covered areas within the first 6 months of my deployment to Chevron Escravos.
* Increased customer base by 300% after optimum expansion and Support operations of Swift Hotspot Network within Chevron Escravos,

**EDUCATION**

UNIVERSITY of BENIN, BENIN CITY, NIGERIA (B.ENG **-** COMPUTER ENGINEERING) 2010

Relevant Coursework: Computer Architecture and Organization, Telecommunication,

Computer Storage Technology, Computer Networks, Artificial Intelligence

**CERTIFICATIONS**

CISCO CERTIFIED NETWORK ASSOCIATE (CCNA) 08/2014

CISCO CERTIFIED NETWORK PROFESSIONAL (CCNP-SWITCH) 06/2015

AMAZON CERTIFIED CLOUD PRACTITIONER 11/2021

AMAZON CERTIFIED SOLUTIONS ARCHITECT-ASSOCIATE 04/2024

MICROSOFT CERTIFIED: AZURE FUNDAMENTALS 08/2024

**PROFESSIONAL DEVELOPMENT**

UDEMY AWS CLOUD SOLUTIONS ARCHITECT UDEMY 1/2024

CompTIA LINUX+ SYSTEM ADMIN Prep SKILLSOFT 11/2022

CompTIA CLOUD+ CLOUD NETWORK SECURITY SKILLSOFT 11/2022

PROJECT MANAGEMENT PROFESSIONAL (PMP) MDATA SOLUTIONS 11/2019

CUSTOMER SERVICE LEADERSHIP(PMI) LINKEDIN 02/2021

AGILE PHILOSOPHY SKILLSOFT 11/2019

UDEMY AWS DEVELOPER ASSOCIATE UDEMY 09/2024 – Till Date

**EXTRACURRICULAR ACTIVITIES/VOLUNTEER EXPERIENCE**

AWS Cloud Security Group Member: Active participant in local AWS meetups and webinars.

Azure Infrastructure & DevOps Support Community

Volunteering: Organized and led cloud computing workshops for local IT professionals and students

MTN Nigeria Foundation-Fund Raising for Community Projects

Peer Tutoring/Mentoring-Job Opportunities and Career Coach

University of Benin Alumni Club Member

**REFEREES** - Available at Request