

Lenon Nformbui

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OBJECTIVE

I am a qualified Data Center Engineer Lead with over 5 years' experience in IT Service Delivery and Management. Thinking outside the box and driving solutions is what motivates me. It would be an honor and privilege to serve as a Data Center Engineer Lead or IT Service Delivery Manager in any prominent organization with a vision to provide solutions to the most critical real-world problems and infrastructures.

PROFESSIONAL STRENGTH/ / SKILLS

I currently hold industrial certifications in ITILV4 | CCNA | Security + Ce | SP8990 | SP8850 | SP4420 | Scrum Master (in progress) with an extraordinary track record.

Highlights

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| ✓Data Center & Server Break-Fix, PDU, RPDUs. | ✓Team Development & Governance |
| ✓ Data Center Capacity management. | ✓Vendor & Change Management |
| ✓Project planning and execution. | ✓Problem/Incident Management |
| ✓Data quality, reporting and Access Control. | ✓Data Center access management & Access control. |
| ✓Data Center Inventory, Asset Management, Power, and cooling. | ✓ Process, workflow, documentation analysis |

PROFESSIONAL EXPERIENCE

Data Center Engineer Lead.

04/2020- Present

Insight Enterprises / SAP Inc (Sterling VA)

- ✓Responsible for planning, documenting, managing, and coordinating technology initiatives from initiation through delivery.
- ✓worked with technical architects and design engineers on multiple parallel projects and ensuring on-time delivery to clients as well as overall quality of the projects
- ✓Lead process-improvement efforts and manage the implementation of both business processes and technical solutions
- ✓Ensured that systems, procedures, and methodologies were in place to support outstanding service delivery
- ✓Identified and deployed resources required for internal facing IT initiatives or change requests as per clients.
- ✓Built and maintained strong relationships with internal and external stakeholders; effectively communicate with all stakeholders and facilitate various project related meetings related to onsite builds.
- ✓Maintained service delivery, and project tools within all teams.
- ✓Engaged with all levels of staff and management, operated in a fast-paced environment with teams that are focused on producing high quality outcomes.

Network Field Technician

01/2018- 10/2020

Asiacom Americas / Alibaba Inc (Sterling VA)

- ✓Upgrading, configuring, testing, and installing new network equipment in multiple lab environments.
- ✓Troubleshooting, diagnosing, and resolving hardware, software and other network and system problems.

- ✓ Documenting new configurations, changes in syntax and other items related to hardware and software changes.
- ✓ Implementing and administering network infrastructure devices including firewalls, routers, switches and servers in both LAN and WAN environments.
- ✓ Assist with inventory and asset management Participate in an on-call rotation.
- ✓ Establish strong working relationships with various internal teams and external partners.

Help-Desk Specialist.

06/2016- 08/2017

Covance Inc, Gaithersburg MD.

- ✓ Remotely resolved functionality issues and ensured proper operation of company system.
- ✓ Properly escalated unresolved queries to the next level of support.
- ✓ Tracked, routed, and redirected problems to their appropriate extensions.
- ✓ Utilized excellent customer service skills and exceeded customers' expectations.

Computer Repair Specialist

03/2013 - 06/2015

Project Reboot (Volunteer Work), Rockville MD.

- ✓ Computer setup (Changing Memory chips, hard drives, CD/DVD drives.
- ✓ Frequent repairs include delousing (removing virus & spyware).
- ✓ Demonstrate the appropriate use of communication skills and professionalism in the workplace.
- ✓ Troubleshoot, repair, and maintain microcomputer device components.

Education & Certifications

Montgomery College.

2017 - 2020

- ✓ AAS in Cyber Security.

University of Maryland (UMGC).

2020- 2022

- ✓ BS in Cyber Security (in progress).

Certifications.

- ✓ ITILv4 – Foundation in IT Service Management (Active)
- ✓ Cisco Certified Network Associate Routing and Switching (CCNA) / Expires Jul 2023 / ID SCO13631631. (Active)
- ✓ CompTIA Security+ Ce (Active) / Expires Jul 2023 / ID COMP001021530027. (Active)
- ✓ SP8850 - Pre-Terminated Data Center Solutions / Expires Nov 2025 / ID BJ840788US201KS0. (Active)
- ✓ SAP DCE & Smart Hands Training / Expires Jul 2024 / ID B1790827US207GSS. (Active)
- ✓ Design and Installation of CommScope's Powered Fiber Cable System [WR9418] / Expires Aug 2022 / ID BJ834480US209HS2. (Active)
- ✓ Scrum (In Progress)