

## **Emmanuel Segun Efeomah**

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### **Professional Summary**

Experienced Information Technology System Analyst with a proven history in the logistics and supply chain industry. Skilled in network administration, Windows Server management, software installation, and troubleshooting. Strong IT professional with expertise in cloud management (Microsoft Azure, Google Workspace), data backup, and project management, holding multiple Google and IBM certifications.

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### **Technical Skills**

- **Operating Systems:** Windows 7/8.1/10, Server 2012 R2, Mac OS X El Capitan, Android
  - **Networking:** Active Directory, PowerShell, TCP/IP, Subnetting, DNS, DHCP, Network Topology, LAN/Wireless Management, Switch Configuration
  - **Cloud & Email:** Microsoft Azure Management, Google Workspace Administration (G-Suite), Office 365 Management, AAD Password Reset
  - **Web Development:** HTML, CSS, PHP, MySQL, JavaScript, jQuery, Wordpress (e-commerce), Elementor
  - **Gemini AI Professional:** Building enterprise Solution and resolving Managerial challenges
  - **Databases:** SQL, MYSQL
  - **Hardware & Support:** CompTIA A+, Printer Configuration (Canon, HP), Software Installation, Troubleshooting & Repairs
  - **Cybersecurity** - pen testing, Vulnerability testing and check
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### **Professional Experience**

#### **Senior IT Coordinator | Ocean Network Express (February 2022 – Present)**

- Configure new laptops and create user profiles using Microsoft Azure.
- Manage network infrastructure, including a successful migration from MPLS to a new SD-WAN.

- Administer Google Workspace, manage servers, and handle data backups.
- Troubleshoot company network issues and manage IT procurement.
- Wipe company data using Blancco and provide security awareness training.
- Successfully connected Citrix VPN across the office and deactivated IPv6.

**IT Manager | Gravest Financial Services (May 2021 – February 2022)**

- Managed company servers, website domain, and official emails.
- Troubleshooted and resolved software/hardware issues for all subsidiaries.
- Built the company website and handled all IT procurement.
- Scheduled maintenance and trained clients on program use.

**IT Support Executive | CITITRUST FINANCIAL SERVICES (May 2019 – February 2021)**

- Managed company servers, website domain, and official emails.
- Built the company website and resolved hardware/software issues for subsidiaries.
- Managed IT procurement, hardware, and new system setup.
- Collaborated with software vendors on third-party API integrations (Java, ASP.NET, Python).

**IT Manager | BLYSOY (February 2016 – May 2019)**

- Served as Website Developer, Graphics Designer, and managed web hosting.
- Conducted website design classes, teaching HTML, CSS, and Bootstrap.
- Configured wireless and LAN networking and handled procurement.

**IT Support | DALCOMS TECHNOLOGY (February 2014 – August 2016)**

- Developed websites and managed web hosting and maintenance.
- Worked as a Graphics Designer and configured LAN/wireless networks.
- Taught students website design using HTML and CSS.

**Key Projects & Achievements**

- **Project Manager (Ocean Network Express):** Led the IT relocation to Kazuma Plaza. Managed the complete setup of servers, network infrastructure, workstations, CCTV, and attendance machines for two floors. Designed the

internal network topology and completed the project in three days without global support.

- **Project Manager (CITITRUST):** Oversaw the Credit Go Africa web and mobile application project.
  - **Architecture & Development:** Designed system architectures (API, hardware) and high-level design diagrams. Pioneered the CITITRUST Hub File Management Portal.
  - **Database Management:** Performed End of Day, Start of Day, and End of Month SQL database backups.
  - **E-voucher Management System**
  - **Multiple email download from Gmail using Appscript programming**
  - **Nimasa XML file conversion system.**
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## **Education & Certifications**

### **Education**

- **Rome Business School**
  - MSc in Data Science Management (In View)
- **IRGIB AFRICAN UNIVERSITY (2021-2022)**
  - Bachelor of Science (BSc), Computer Science
- **Lagos State Polytechnic (2017-2019)**
  - Higher National Diploma (HND)
- **Lagos State Polytechnic (2017-2019)**
  - Ordinary National Diploma (OND)

### **Professional Certifications**

- Google IT Support Professional Certificate
- IBM DevOps and Software Engineering Professional Certificate
- IBM Cybersecurity Analyst Professional Certificate
- Google Professional Workspace Administrator Professional Certificate
- Google Cloud Fundamentals: Core Infrastructure

- System Administration and IT Infrastructure Services (Google)
  - Technical Support Fundamentals (Google)
  - Introduction to Cloud Computing (IBM)
  - Enterprise and Infrastructure Security
  - Cisco Certified Network Associate (CCNA)
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## **Hobbies & Interests**

Reading, meeting people, playing games, sports, and brainstorming.

## **References**

Available on request.