Ifeanyi Ibem

-Email me on Indeed: http://www.indeed.com/r/Ifeanyi-Ibem/eb5a742c10fd0188

Results-driven information technology expert with extensive experience in delivering proven results through cutting-edge IT tools. Extensive expertise in large system architecture development and administration, as well as troubleshooting complex technical problems.
Possess a strong attention to detail and well-developed time management skills.

Work Experience

Technical Support Engineer

Tek Experts - Lagos, GU
January 2020 to Present

Working directly with Microsoft Premier partners within Africa and EMEA region in translating abstract business requirements into actionable technical requirements which can be executed using Power Platform, Dynamics 365, SharePoint, Power BI, SQL, Azure,
M365 and third party integrations.
Assisting S500 Microsoft clients to implement data integration, ETL data pipelines and data flow projects from different data sources as well as integration of REST APIs with custom connector and Power Automate.
Escalating critical issues, monitoring and troubleshooting system alerts using telemetry tools like Kusto, Jarvis, Fiddler, Unify and work items.
Collaborating with the Engineering team to improve and resolve cross-product issues.
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Application Developer

Wifi Connect Limited - Lagos, GU
July 2020 to December 2021

Developed, deployed, and managed company web portal from evaluation to final release using development stack like WordPress, Laravel, SQL Database, Plugins.
Utilized problem-solving skills to troubleshoot/resolve internal and external technical issues based on users' feedback.
Monitor and implement code version upgrade based on client's requirements.

PL Academy - Nigeria
January 2020 to December 2021

Volunteered for Software Development Online Class for High School and Undergraduate students via Zoom.

Data and Software Engineer (Contract)

Freedom Christian Centre - Lagos, GU
November 2018 to July 2020

Developed and deployed web applications from evaluation to final release using development stack like PHP, MySQL, JavaScript.
Developed and implemented new feedback system for users' concerns, and bugs.

Managed the organization's SQL databases deployed on the cloud which was used to analyze and query users' information
Built aggregates and ETL pipelines using SSRS and SSIS for reporting and leveraged on
Power BI to build data visualizations based on users' engagements to the organization in every three months.

Technical Instructor
Dayon Schools - Ogun
April 2019 to March 2020

Planned, prepared, and researched teaching materials especially on IT trainings.
Enlightened the general staff on how to use specialist applications such as network router and switch, data management systems as well as keeping track on recent technologies.
Administered students' academic results database using storage systems like SQL,
Microsoft Access, and Excel.

Information Technology Support Admin (Internship)
AfriHUB ICT Institute - University of Calabar, Calabar
January 2016 to January 2017

Provided solutions to employees' complaints through email and phone calls.
Monitored and maintained computer systems, application software and networks media.
Performed system troubleshooting, diagnosed, and resolved hardware/software faults.
Designed and implemented efficient end-user feedback and error reporting systems

Education

BSc in Computer Science
University of Calabar
2018

Skills

- Help Desk Tools: Service Desk, One Support, Microsoft Rave and LogMeIn.
- Network: Basic Routing & Switching, Windows Servers, Virtual Machines, etc. English: Native Language, Distinguished levels in Listening, Speaking, Reading, and Writing. French: Intermediate Listener and Novice Speaker.
- PHP
- Laravel
- Python
- Java
- SQL
- JavaScript
- WordPress
- Bootstrap
- PowerShell
- REST APIs

- Power Fx
- HTML5
- CSS3
- Postman
- etc.
- MySQL
- MSSQL
- Oracle
- Microsoft Dataverse
- SSRS
- Excel
- SPSS
- Tableau
- Power BI
- BigQuery
- Data Lake
- Kusto
- Jarvis
- ETL Pipelines
- Pandas
- Numpy
- Big Data
- Machine Learning.
- GCP
- AWS EC2
- RDS
- S3 Bucket
- Azure
- VM
- Azure AD
- Containers
- Azure DB
- App service
- Storage
- Dynamics 365 CRM
- Power Platform (Power Apps, Power Automate, Power BI)
- M365 integrations (SharePoint, OneDrive, Exchange, Teams etc.)

Links

https://www.linkedin.com/in/ifeanyi-ibem-9b3119b7

Certifications and Licenses

Certified Project Manager