

# Emmanuel Oluwayemisi

Lagos, GU

-Email me on Indeed: <http://www.indeed.com/r/Emmanuel-Oluwayemisi/aae6e63918ed019d>

Emmanuel is a professional IT Network Support Engineer responsible for implementing, maintaining, supporting, and troubleshooting organization's network to ensuring high availability network infrastructure to provide maximum performance. Creative, able to adapt to changing priorities and maintain a positive attitude and strong work ethics with over 6+ years' experience, he has flexible, excellent verbal and written communication skills coupled with detail- oriented, interpersonal organizational and time management skills. He possesses strong administration skills with a reputation for proactivity, efficiency, and enthusiasm.

## CAREER SUMMARY

- NOC Network Engineer, Internet eXchange Point Nigeria
- IT Technical Support Engineer, SDSD Ltd
- Data Centre Operations Analyst, Royal Exchange Plc
- Network Engineer / Instructor, Life Development Academy
- Network Administrator, Matwims Consult Ltd.

## TECHNOLOGY PROFILE

- Networking: LANs, WANs, VPNs, Routers, Firewalls, OSI, TCP/IP, BGP, L2&L3 MPLS, DMVPN, DHCP, VLANs, OSPF, EIGRP, PBR, IPSLA, Traffic Optimization, IPv4/6 Implementation, NAT, BGP.
- Security: SSH; SSL; IDS, IPS, ASA, Tools; Syslog.
- Software: MS Office 2016 (Word, Excel, Outlook, PowerPoint)
- Monitoring PRTG, SNMP, Openflow, Syslog.
- OS: Windows and server 2012/16 and basic knowledge of Linux and python networking

## CAREER MOTIVATION

The fundamental belief of recognizing the need for a higher standard and better interpersonal relations in my basic work environment, thus, strengthening the need for one to improve upon and maintain, well above a scaled desired output.

## EMMANUEL D. OLUWAYEMISI

•13a, Pa Odemuyiwa Street, Kola Agbado, Lagos State.  
•+2348083787777, +2348182155891 • emmanuelyemisi@gmail.com  
Skype ID: emma\_yemi

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Willing to relocate: Anywhere

## Work Experience

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### Customer Service

Cisco, Arista

November 2019 to Present

including NOC 24hr technical support to the IXPN 6 POP locations and peering members.

- Configure Transmission switches remotely and provide technical support to the field technician/ engineer/ peering member during scheduled maintenance.
- Responsible for initial setup, configuration, supporting multi-vendor enterprise network devices (Cisco, Arista, Brocade, Bird route server etc).
- Experienced with Network hardware installation: Modems, Fibre Optics, Routers and Servers
- Providing on-site and remote troubleshooting and diagnosis of Routers and Switches.
- Analysing and troubleshooting logs for all service affecting network traffic using various enterprise tools. i.e.

Hurricane Electric, Peering DB, SNMP, Syslog, NTP etc

- Answering incoming calls from customers and Field Technicians to perform troubleshooting relating to BGP peering and route advertisement.
- Performing root cause analysis and troubleshooting.
- Responding in a timely manner to service issues and requests.

## **IT Technical Support**

SDSD LTD

October 2018 to October 2019

- Providing technical support for clients across Europe, Asia, Africa, North America, and Australia (remotely over the telephone and other secure remote admin tools).
- Implementation and Integration MS (Matrix, SHIPS and Charter Party Editor).
- Providing direct support for maritime software email server & client.
- Responsible for configuration and troubleshooting mail servers.
- Providing level 1 & 2 customer line of support.
- Setting up accounts for new clients/users.
- Monitoring and maintaining systems for service availability.
- Responding in a timely manner to service issues and requests.
- Login incidents and update ticket on the issue tracking system.
- Testing new technology.

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## **Data Centre Operations Analyst**

Royal Exchange Plc., Oshodi - Lagos, NG

August 2014 to October 2019

- Reducing the impact of risks in data center servers, and network, storage equipment facilities failure (DG, AC, power farm, and UPS, CCTV, and FM200 fire extinguisher).
- Reduced downtime by 98% through accurate incident management, reporting, and follow-up.
- Carrying out initial diagnostics, and possible resolution.
- Liaise with vendors for maintenance, updating customer relationship database on Microsoft CRM platform, Daily

E-business EOD- end of the day script run, MS Azure cloud and in-house database backup.

Key Achievements:

- Recognized for maintaining a good business relationship with new and existing vendors.

## Education

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### **Bachelor's in Bus Mgt**

Open university Nigeria

August 2014 to Present

### **Certificate**

University of Illinois

2018

### **Diploma in Business Administration**

The Polytechnic Ibadan, Oyo State

September 2005 to November 2008

## Skills

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- Network Firewalls
- TCP/IP
- EIGRP
- LAN
- VPN
- Live Chat
- Cold Calling
- Customer Service
- DNS
- WAN
- Linux
- OSPF
- Network Monitoring
- System Administration
- Network Support
- DHCP
- System security
- Operating systems
- Computer science
- Team management
- Cloud architecture
- Microsoft Windows Server
- Windows
- Ethernet
- Disaster Recovery
- SSL

- MPLS
- Cloud development
- Information security
- Google Cloud Platform
- Kubernetes
- AWS
- Business requirements
- PKI
- QoS
- Analysis skills
- Routing protocols
- Load balancing
- VMWare
- FTP
- Git
- DevOps
- CI/CD
- Jenkins
- Docker
- GitHub
- Network protocols
- Software deployment
- Continuous improvement
- GitLab
- Microsoft SQL Server
- Cloud infrastructure
- IaaS
- JSON
- Ubuntu
- Identity & access management
- APIs
- Network architecture
- Continuous integration
- UNIX
- Juniper
- Network security
- S3
- Identity & access management
- Identity & access management
- Microservices

- MySQL
- Ansible
- Identity & access management
- NIST standards
- SDLC
- Cisco routers
- Customer support
- Identity & access management
- IP networking
- Identity & access management
- Virtualization
- Documentation review
- IPsec

## Certifications and Licenses

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### **CCNA**

### **CompTIA Cloud+**

### **CompTIA Security+**

### **CompTIA Network+**

### **AWS Certification**

### **JNCIA**