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# Key Skills

Linux • Cisco • Fortinet • Active Directory • Firewall • Nutanix • DNS • Network Security • Meraki • Terraform • Python • Proxmox • BGP • Cloud • VLANs • VPNs • VMware • AWS • Azure • WAN/LAN

# Professional Experience

## Network Engineer

M247 Ltd – Manchester, UK

October 2022 – Present

* Delivered day-to-day technical support, minimizing downtime and ensuring seamless network operations.
* Managed the lifecycle of assigned tickets, providing consistent client communication and timely updates.
* Maintained accurate documentation of network changes and configurations.
* Configured and troubleshot Cisco IOS-based devices to optimize performance and security.
* Managed FortiGate firewalls, deploying SSL VPN, site-to-site VPN, and port forwarding.
* Supported Cisco SD-WAN deployments, automating configurations and enforcing policies.
* Monitored performance with SolarWinds Orion, ensuring high availability.
* Administered Fortinet suite (FortiGate, FortiAuthenticator, FortiAnalyzer, FortiManager).
* Provided remote network issue resolution and client collaboration.
* Supported and troubleshot MPLS, VLANs, VPNs, and applied QoS, STP, RSTP.
* Managed Cisco Meraki environments, ensuring network stability.
* Worked with routing protocols including BGP, OSPF, ISIS, and MPLS.
* Applied root cause analysis for incident resolution with detailed documentation.

## Tech Support / Network Administrator

Hyperia Ltd – Lagos, Nigeria

Nov 2021 – June 2022

* Monitored network performance using PRTG; resolved subnet and connectivity issues.
* Managed VPNs across Azure, Fortinet, and Palo Alto for site interconnectivity.
* Ensured service continuity by monitoring voice/data with Mutiny and Allot.
* Supported virtual machines across AWS, Azure, Nutanix, and VMware platforms.
* Administered wireless infrastructure (Aruba, Meraki, TP-Link).
* Troubleshot VoIP call flow and monitored client performance proactively.
* Delivered Tier 2 technical support via phone and email with timely issue resolution.
* Maintained 24/7 shift coverage and accurate incident documentation.

## Technical Support Engineer

Hoop Telecoms Ltd – Lagos, Nigeria

Aug 2020 – Oct 2021

* Resolved Microsoft Azure networking issues.
* Designed and deployed robust Wi-Fi infrastructure for enterprise clients.
* Achieved first-call resolution through efficient troubleshooting and follow-up.
* Escalated critical issues promptly and prepared reports for management.
* Supported and maintained Wi-Fi installations and fiber optics for over 10+ broadband clients.
* Deployed GPON and fiber ONU solutions for residential/business clients.
* Configured Ubiquiti, Cisco, and Mikrotik devices; resolved LAN/WAN issues.

# Education & Certifications

## Certifications:

* CCNA – Cisco Certified Network Associate (2024)
* AZ-900 – Microsoft Azure Fundamentals (2024)
* SC-900 – Microsoft Security, Compliance, and Identity Fundamentals (2023)
* Certified in Cybersecurity – ISC2 CC (2024)
* Fortinet FCP – FortiGate Administrator 7.4 (In Progress)

## Training:

* Cisco Meraki – CBT Nuggets
* Cisco Networking Academy
* ITIL v4 Foundation – Udemy