

# IFEANYI INNOCENT EKEZIE

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## **PROFESSIONAL SUMMARY**

IT Service Management professional with 3+ years of experience in service delivery, system administration, and help desk leadership. Proven track record in SLA enforcement, incident resolution, and continuous improvement aligned with ITIL v3. Adept in managing ICT infrastructure, optimizing service desk tooling, and ensuring compliance, uptime, and stakeholder satisfaction across multi-vendor environments.

## **CORE COMPETENCIES**

- IT Service Management (ITSM) & ITIL Governance (v3)
- Service Desk Leadership & SLA Management
- Service Performance Monitoring & KPI Reporting
- ICT Infrastructure (LAN/WAN/WLAN, Directory Services)
- Stakeholder & 3rd-Party Vendor Coordination
- Incident/Problem Resolution & Root Cause Analysis
- System Security, Compliance & Configuration Management
- User Account Administration & Help Desk Optimization

## **PROFESSIONAL EXPERIENCE**

### **Peopleplus Management (Zenith Bank Plc), Lagos, Nigeria**

IT Systems Administrator | Service Desk Lead / 2022 – Present

- Service Desk Management: Oversaw IT support for 50+ users, resolving 90% of Tier-1 issues on first contact and maintaining 99.5% system uptime.
- IT Governance: Enforced ITIL-based incident and problem management, reducing resolution time by 25%.
- Infrastructure Support: Managed LAN/WAN, Active Directory, and backup systems, ensuring compliance with security policies.
- Vendor Coordination: Worked with 3rd-party providers (e.g., Cyberspace) to optimize service delivery.
- Tool & User Management: Administered user/email accounts, deployed workstations/mobile devices, and documented ICT assets for configuration management.
- Security & Compliance: Implemented access controls, firewalls, and backups, preventing security breaches.
- Service Desk Optimization: Migrated 200+ users to new ServiceNow ticketing system, reducing resolution time by 30% & Documented 50+ SOPs for service catalog, adopted bank-wide

### **Dangote Industries Limited, Obajana, Nigeria**

Industrial Attachment (Intern) | Feb 2017 – Oct 2017

- Assisted in monitoring industrial control systems, gaining exposure to automation tools and troubleshooting technical workflows.
- Collaborated with engineers to document equipment performance logs, improving maintenance efficiency.
- Developed foundational skills in technical problem-solving and operational compliance.

## **Island Computer College, Lagos, Nigeria**

*IT Support / Computer Operations Manager | 2017 – 2018*

- Technical Support: Provided hardware/software troubleshooting for 50+ workstations, printers, and networking equipment.
- User Assistance: Managed JAMB registrations, online visa bookings, and flight itineraries, ensuring seamless digital transactions.
- System Maintenance: Installed/updated software, performed data backups, and monitored system performance.
- Desktop Publishing & Branding: Designed visual materials and maintained brand consistency for client projects.

## **CERTIFICATIONS**

- Google Data Analytics Professional Certificate – 08/2023
- Google IT Support Professional Certificate – 09/2023
- Microsoft Azure Administrator (AZ-104) - In Progress
- ITIL Foundation v3 – In View

## **EDUCATION**

**Tansian University, Umunya, Anambra State, Nigeria**

Bachelor of Science in Computer Science | 2018 – 2021

**Federal Polytechnic, Auchi, Edo State, Nigeria**

National Diploma in Chemical Engineering Technology | 2014 – 2016

## **TECHNICAL SKILLS**

Windows/Linux OS Administration | Networking (TCP/IP, DHCP, DNS) | Active Directory, Group Policy | Email & Messaging Support (Exchange, Outlook) | Virtualization (VMware, Hyper-V) | Ticketing & ITSM Tools (Jira, Zendesk, ServiceNow) | Backup & Recovery Solutions | Endpoint Management (Intune, SCCM)

## **REFERENCE**

References available upon request