

# **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

