

# ***SYVELSTER CYPRIAN AMADI***

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## **PROFESSIONAL PROFILE**

System Support Administrator and Engineer with over 10 years of experience in the industry. Reliable and ethical professional, skilled in troubleshooting, system administration, and network management. Proven leadership abilities with a track record of managing teams and projects effectively. Adept at implementing innovative solutions to optimize system performance and enhance user experience. Strong communicator with a commitment to maintaining high standards of service and technical excellence. Possesses a high level of technical knowledge and consistently delivers results.

## **EDUCATION**

Amadu Bello University, Zaria Bachelor of Science (MSc) Public administration | (In view)  
Government Secondary School, Uke | 2011

## **SKILLS**

- Technical proficiency
- Troubleshooting
- Customer service
- Networking knowledge
- Time management
- Documentation and reporting
- Security awareness
- Software installation and configuration
- Team Collaboration
- System administration
- Adaptability

## **WORK EXPERIENCE**

### **Systems/Tech Support Manager | Forectec Investment Limited | 2015 – Present**

- Managed aftersales service and provided comprehensive support to the company's clients, ensuring customer satisfaction and retention.
- Oversaw the functionality and maintenance of all office equipment, ensuring seamless daily operations and minimal downtime.
- Developed and implemented schedules for periodic maintenance and service, optimizing the longevity and performance of office equipment.
- Conducted follow-up communications with service centres for warranty cases, providing detailed reports and updates to senior management.
- Actively engaged in the daily operations of the firm, contributing to strategic planning and execution of IT initiatives.
- Performed repairs and maintenance on defective computers, ensuring quick resolution of issues to maintain productivity.
- Collaborated with various departments to identify and resolve technical issues, enhancing overall operational efficiency.
- Trained and mentored junior staff, fostering a culture of continuous learning and technical excellence.

## **Tech Support | Exlod Techtronix Limited | 2014 – 2015**

- Facilitated the sale of company products by providing detailed technical knowledge and support.
- Provided comprehensive aftersales support, addressing, and resolving customer issues efficiently.
- Assisted in identifying key business strategies to enhance client satisfaction, contributing to increased customer loyalty and repeat business.
- Delivered high-quality service and maintained strong client relationships through effective communication and problem-solving skills.

## **IT trainee | Euro-American World Complex Data | 2011 - 2013**

- Participated in practical training on various hardware repair and maintenance, gaining hands-on experience with different types of computer systems.
- Performed computer repairs, including diagnosing issues, replacing faulty components, and ensuring systems were fully operational.
- Configured systems to meet user requirements, including setting up new hardware and software, and customizing system settings.
- Maintained network systems, troubleshooting connectivity issues, and ensuring stable and secure network operations.
- Installed and updated system applications, ensuring compatibility and optimal performance.
- Assisted senior technicians and engineers, gaining valuable insights into advanced IT practices and methodologies.

## **CERTIFICATION**

2024    Cybersecurity Certification  
         Cisco Network Academy (NETACAD)

2021    Computer Engineering Certification  
         SIITGO

## **TECH AND TOOLS PROFICIENCY**

### **Operating Systems**

- **Windows:** Desktop and Server editions
- **macOS**

### **Networking**

- **Network Protocols:** TCP/IP, DNS, DHCP, HTTP/HTTPS, FTP, SSH
- **Networking Hardware:** Routers, Switches,
- **Network Configuration and Troubleshooting Tools:** Wireshark, Cisco Packet Tracer

## **System Administration**

- **Virtualization:** VMware, Hyper-V, VirtualBox
- **Cloud Platforms:**, Microsoft Azure, Google Cloud Platform
- **Backup Solutions:** Veeam, Acronis, Backup Exec
- **Remote Desktop Tools:** RDP, TeamViewer, AnyDesk
- **System Monitoring:** Zabbix, SolarWinds,

## **Security**

- **Antivirus/Anti-malware:** Symantec, McAfee, Bitdefender
- **Firewalls and IDS/IPS:** pfSense,
- **Encryption Tools:** BitLocker, VeraCrypt
- **Vulnerability Scanning Tools:** Nessus, OpenVAS

## **Databases**

- **SQL:** MySQL, Microsoft SQL Server, PostgreSQL

## **Help Desk and Ticketing Systems**

- **Ticketing Systems:** JIRA, Zendesk,
- **Knowledge Base Management:** Confluence, SharePoint

## **REFEREES**

My referees are available on request.