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**Orji, Gerald Nwokedike** gerald\_orji@yahoo.com

9 Uwoeo Osenwuea Tera Haven Estate

Ajah,

Lagos State, Nigeria.

**SUMMARY**

Talented and accomplished IT/Network management professional with an extensive background in network and disaster problem-solving, troubleshooting skills at the Systems administrator level in Windows 2016/ 2019 R2 AD environment. Proven ability to direct technical and business teams, coordinate consultants and manage programs. Experienced in leading development and implementation of Database Systems & Planned Maintenance technology systems. Good knowledge of project management, from conceptualization and requirements determination to final testing and implementation. Outstanding presentation, leadership, and communication skills. I am a strategic leader with a progressive career of over 2 decades of experience in the IT/Telecom industry.

# CAREER HISTORY

November 2017–Till Date **British International School Lagos, Nigeria** (www.bisnigeria.org)

**Position Network Administrator/Senior Associate/Web Editor**

**Responsibilities:**

* Assess student academic performance regularly and provide them with guidance and feedback for academic success.
* Responsible for maintaining computer networks and solving any problems that may occur with them, which includes installing and configuring computer networks and systems. ... Providing network administration and support.
* Responds to staff and teacher’s inquiries and requests for technical support regarding installing, diagnosing, repairing, maintaining, and upgrading hardware/software for Macs and PCs
* Provides laptop and desktop support over the phone to the user in and outside the admin office
* Evaluates local area network (LAN) or wide area network (WAN) performance data to ensure sufficient availability or speed, to identify network problems.
* Gathered and edited daily Web content for an online newsletter. Maintained regular Web editorial features, archive, and promote Web content.
* Handled all BIS layer 2 switching responsibilities with no supervision.
* Leads Organization in the Planning, Development, Operation & Management of IT Solutions.
* Encrypt data transmissions and erected firewalls to conceal confidential information during transmit.

**Achievements:**

* Successfully lead the team from the UK that deployed Isams. A leading web-based MIS for the entire school community with a suite of apps and portals to feed vital information to teachers, parent and students. [www.isams.com.](http://www.isams.com/)
* Manage LAN, servers (Win 2012) with AD, DHCP, and DNS, ISA server, Internet filter & business applications.
* Reduced implementation timelines 20%, and lowered implementation costs 25%.
* Implemented, managed, and maintained a server 2016 Active Directory Environment dramatically improving security and reducing user management cost.
* Designed and implemented a Microsoft SQL 2016 server database greatly improving record keeping and access to records.
* Maintained all desktops to include, updates, hardware issues, software issues, network issues, active directory
* Wrote the article that broke BIS's social engagement record, with 400k likes on Facebook
* Took BIS website from 2.7m unique visitors to 6 million for multiple months; helped raise social engagement to 1 million.
* Published 25+ posts per day, with a focus on breaking news, technology, and international news.
* Increased monthly page traffic more than 100 per cent in 4.5 months and doubled Facebook followers
* Increased followers on Twitter/Facebook/Instagram and established a consistent image of the school brand.
* Created new web pages and editing existing web pages using two in-house Content -Management Systems
* Managed studio's Website (with one million unique monthly visitors) and social media presence.
* Configured and upgraded Cisco Adaptive Security Appliances and firewalls.
* Setup audio-visual equipment, including projectors and microphones across linked conference rooms.
* Customized WordPress installations using Dreamweaver.
* Migrated 150+ users from full internal email system with an Exchange Server to Google Apps so all email resided in the cloud and later migrated employees to Office 365.

Nov 2013 – Oct 2017 **NUNE-EDE Nigeria Limited** Warri, Delta State (www.nune-ede-ng.com)

**Position Project Planning Engineer / IT Coordinator and Data Administrator**

**Responsibilities:**

* Reports directly to the Project Manager.
* Provided directions and support for data administration and data entry activities as outlined in the study guidelines.
* Performed data entry, verification and progress report.
* Assisted in the maintenance of the Data Management Study File.
* Assisted in creating project guidelines.
* Review sub-vendor progress reports. Co-ordination & expediting with sub-vendors for procurement materials.
* Processed HR transactions in soft copy to update employee data and maintain employee files.
* Created PeopleSoft query reports performing daily audits and business analysis as needed.
* Assist in Annual Merit cycles as it relates to NUNE-EDEdata integrity.
* Maintained strong working relationships as vendor liaison for international publishers to acquire data and materials.
* Wrote queries, generate schedules, design reports, and compiled an annual publishing budget.

**Achievements:**

* Utilized my knowledge of standard network protocols such as TCP/IP, DHCP and common network devices such as routers, and switches to ensure that internet connectivity was sustained.
* Monitor and respond to software and hardware related issues.
* Installed, configured and supported Microsoft Office suite and email for end users.
* Took initiative and commitment in maintaining consistent, high-level of productivity.
* Managed tasks effectively, ensuring work completed within specified time and quality parameters.
* Analysed and resolved issues efficiently, while ensuring exceptional customer satisfaction.
* Created effective plans and set realistic work schedules, achieving and surpassing department and company goals.
* Utilized all available tools and resources, efficiently completing assigned projects within set deadlines.
* Provided technical support to all staff.
* Entered and managed data into the company's database with account information.
* Reviewed the database for accuracy and proper documentation
* Updated inventory and records
* Performed diagnostic testing on PC equipment and ensured printers were up and running at all times.
* Resolved Windows and Internet Explorer issues.
* Researched and resolved problems on workstations and LAN, including IP resolution, cabling problems, and peripheral malfunctions
* Developed and distributed monthly Excel reports to managers and recruitment team showing a forecast of all contractor billable payment information and contract ending date flags.
* Defined, planned and implemented the company’s Asset/Planned Maintenance program on Cworks-CMMS.

July 2009 – Oct 2013 **Lonestar Drilling Nigeria Limited** Port Harcourt (www.lonestardrilling-ng.com)

**Position Team Lead, Desk side Support, IT/Planned Maintenance Mgr.**

**Responsibilities:**

* Managed an OS upgrade from Win 7 to Windows 8 for over 500 users
* Viewed/manipulated network settings like Internet Properties, TCP/IP, DHCP, DNS, Remote Desktop, VPN utilities, wireless, etc., for Windows 8.
* Provided first level support for Blackberry and Android devices.
* Ensured that high user satisfaction levels are maintained.
* Helpdesk & user support.
* Intranet Configuration. LAN and WAN Networking and Configuration.
* Assisted in creation of weekly email newsletters and digital versions of magazines (using Adobe Creative Suite)
* Enterprise Anti-Virus and Anti-SPAM solution (McAfee), backup solution (Symantec Exec 2012).
* Supporting Microsoft Dynamic Navision Business Solution.
* Troubleshooting, repairing and maintenance of hardware facilities.
* Provided daily help desk support for IT functions and issues.
* Responsible for IT asset management.

**Achievements:**

* Completed upgrade of Active Directory Infrastructure from Windows 2003 to Windows 2008 R2, accomplished migration of ERP Database to MS SQL 2012 R2 and configured for Remote Access.
* Defined, planned and implemented the company’s Asset/Planned Maintenance program on Cworks-CMMS.
* Initiated, planned and implemented Windows 2008 AD infrastructure to for office and rig locations, provided support for the administration of the IT assets distributed across the enterprise locations.
* Installed and maintained Panasonic KX-TDA100 - Hybrid IP PBX System and configured intercom line to all Admin office.
* Successfully planned and supervised physical move of server hardware and all connected devices. Reconfigured server and reinstated Internet and LAN access within six hours of the physical move.
* Maximized hardware use by scavenging parts from decommissioned servers and creating hot-swappable HDD tray from display trays form other servers.
* Provide 24/7 data centre and hardware/software support for over 300 users.
* Identified and resolved physical and logical processing problems of video IP cameras to correct malfunctions with an infant monitoring system. Brought it to 100%, trouble-free operation.
* Responsible for applying security updates and patches on servers, desktops, and laptops
* Managed an environment with Windows Server 2008 R2 as well as Windows 8 Professional desktops and laptops.
* Managed Cisco Switches and Routers for network operations, utilizing network monitoring tools to optimize network efficiency
* Analysed requirements for, built and managed a complex Access database program for Drilling Engineering department.

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| April 2007 – May 2009 | **Huawei Technologies** (Lekki Phase 2 Lagos, Nigeria) |
| **Position** | **Coordinator, IT Technician /Planned Maintenance Engineer.** |

**Responsibilities:**

* Supported and configured wireless connectivity, as well as MS Office Suite related issues
* Worked with AD (active directory) to create and disable the account
* Performed troubleshooting tasks and resolved web application issues
* Improved reliability of supply chain software, systems, database and order processing
* The support team for any questions or concerns
* Influenced IT strategic vision and helped to drive key departmental objectives
* Served as an operating system expert, providing technical support for the entire organization provided sole daily support for client PCs, servers, and network.
* Troubleshoot all software/hardware/network issues that arose.
* Expertly configured all office PCs to run at optimal levels.
* Responsible for evaluating new technologies and improvising ways to add value to existing infrastructure. Seeking out new ways of minimizing network downtime.
* Installation and Maintenance of Huawei BTS on Airtel sites in Anambra state, Ebonyi state, Enugu state, Cross River state, Delta state, Kogi state and Rivers State.
* Analyse current systems & policies & contribute ideas to a continuous improvement process. Ensure compliance with internet & security policies & processes.
* Provided functional and technical support, troubleshooting and diagnosing hardware and software problems, including desktop, laptop, WAN, LAN, and remote systems.

**Achievements:**

* Awarded team's "Most Valuable Player" three consecutive times.
* Received nearly perfect customer service scores on three consecutive annual performance reviews, based on customer surveys.
* Lease Engineer between Inteq, Huawei and Airtel on the installation of Base Transceiver Station in all Airtel South-South sites to incorporate 3G Network.
* Completed migration of over 300 computers from Windows XP to Windows 7.
* Installed, configured (using imaging software), maintained and troubleshoot applications.
* Ensured all IT documentation was accurate and completed for audits.
* Troubleshoot & break-fix PC's/Mac, perform Win7 migration/upgrades, and configure projectors/printers

March 2003 – Feb 2006 [**PARKER DRILLING**](https://www.linkedin.com/vsearch/p?company=Parkerdrilling+Nigeria+Ltd&trk=prof-exp-company-name)

**Position** [**IT- PMS Coordinator / Instrumentation and Electrical Engineer**](https://www.linkedin.com/title/it-pms-coordinator-%2F-instrumentation-engineer?trk=mprofile_title)

* Windows Server administration and maintenance including Active Directory and Group Policy.
* Oversaw the local configuration of a new server/communications room and installed application servers as well as configured and deployed desktop hardware and software into the new network environment.
* Planned, implemented and tested disaster recovery solutions with department managers from North American offices on an ongoing basis.
* Directed the move of 60 clients' data and applications from previous company ensuring data integrity and accessibility.
* Managed Radio room Operation when the operator was on admission.
* Managed and maintained users, computers, and group policies using Active Directory.
* Recognized many times by management for technical troubleshooting skills used to rapidly and cost effectively resolve challenging technical issues.
* Built report for IT management to better assess users complaints on IT support and services. Same IT Report reduced complaints 70%.
* Created a new SQL Server backup schedule based on business needs allowing for quick recovery in an emergency.
* Identified and resolved complex problems related to application installation, SQL and IIS configurations.
* Planned, installed, and maintained optimized documentation of all LAN/WAN/VPN network equipment and software, security systems and communication links.
* Provided server maintenance and installation, desktop deployment and maintenance, and end user support
* Managed and created Active Directory accounts, network shares, and printing services
* Performed daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media.
* Maintained existing networks and detailed project plans to build new networks according to specifications and requirements

October 2000 – December 2002 **IT/NETWORK ADMINISTRATOR** [**FREELANCER**](https://www.linkedin.com/vsearch/p?company=Parkerdrilling+Nigeria+Ltd&trk=prof-exp-company-name)  **Achievements:**

* Configured, troubleshot, and maintained Windows Servers for various companies.
* Designed, developed, and deployed Inteq Technology WordPress site.
* Created PPC campaigns to run on Google AdWords and other ad networks and Tracked campaign results using Google Analytics and Stat Counter for Rivers State Government.
* Obtained MCSE certification via self-study, better-supporting server environment.
* Managed 62% of my students to earn a Microsoft Office Specialist (MOS) certification.
* Assisted in setting up Rivers State Judiciary laptops for use on the network, as well as VoIP (Voice over Internet Protocol) phones.
* Multimedia and web-based blogging technologies, including video editing, sound editing and HTML-based interactive graphics and employed the services of cinematographers for weddings, birthday parties, funeral occasions, documentary etc.
* Manage Cisco and Microsoft Computer Networks
* Ethical Hacking and Penetration Testing
* IT Risk Management and Disaster Recovery

**EDUCATION DEGREE**

1998 **BACHELORS IN ELECTRONICS ENGINEERING.**

University of Nigeria Nsukka.

2008 **BACHELORS IN EDUCATION/GOVERNMENT.**

Abia State University.

**PROFESSIONAL CERTIFICATIONS**

Microsoft Certified Professional (MCP)

Microsoft Certified IT Professional (MCIP)

Microsoft Certified Technology Specialist (MCTS)

Microsoft Certified Solutions Associate (MCSA)

Microsoft Certified Solutions Expert (MCSE)

Cisco Certified Network Associate (CCNA)

Cisco Certified Network Professional (CCNP)

**COURSES ATTENDED**

28 – 30Nov 2007 NATIONAL WORKSHOP ON COMPUTERISED MAINTENANCE MANAGEMENT SYSTEM (CMMS) BY NIGERIA SOCIETY OF ENGINEERS

4 – 8 Mar 2013 INSTITUTE OF SAFETY PROFESSIONALS OF NIGERIA (GENERAL HEALTH, SAFETY &

ENVIRONMENTAL COURSE)

1. – 23 Aug 2013 INSTITUTE OF SAFETY PROFESSIONALS OF NIGERIA (RIG SAFETY COURSE)

1. Nov 2013 LIFTING EQUIPMENT ENGINEERS ASSOCIATION

13 JUNE 2016 INTERNATIONAL WELL CONTROL FORUM (LEVEL 1 PROGRAMME)

9 July 2016 BASIC OFFSHORE SAFETY INDUCTION AND EMERGENCY TRAINING (BOSIET)

7 February 2019 ADMINISTRATION OF MEDICATION IN SCHOOLS LEVEL 2

13 FEBRUARY 2019 FIRE SAFETY IN EDUCATION - LEVEL 2

25 FEBRUARY 2019 FIRST AID ESSENTIALS FOR INTERNATIONAL SCHOOLS - LEVEL 2

29 MARCH 2019 HEALTH AND SAFETY FOR INTERNATIONAL SCHOOLS LEVEL 2

1. APRIL 2019 THE SEND CODE OF PRACTICE LEVEL 2

1. APRIL 2019 DEALING WITH BEREAVEMENT AND LOSS LEVEL 2

1. APRIL 2019 FOOD HYGIENE AND SAFETY - LEVEL 2

1. APRIL 2019 RAISING AWARENESS OF TRAFFICKING AND MODERN SLAVERY LEVEL 2

1. APRIL 2019 SAFER RECRUITMENT FOR INTERNATIONAL SCHOOLS LEVEL 2

1. APRIL 2019 ONLINE SAFETY FOR INTERNATIONAL SCHOOLS LEVEL 2

1. APRIL 2019 PREVENTING BULLYING FOR INTERNATIONAL SCHOOLS LEVEL 2

1. APRIL 2019 FIRE SAFETY FOR INTERNATIONAL SCHOOLS LEVEL 2

7 April 2019 A PRACTICAL GUIDE TO THE GDPR FOR EDUCATION - LEVEL 2

7 APRIL 2019 CHILD NEGLECT FOR INTERNATIONAL SCHOOLS LEVEL 2

7 APRIL 2019 CHILD SEXUAL EXPLOITATION FOR INTERNATIONAL SCHOOLS LEVEL 2

7 APRIL 2019 FEMALE GENITAL MUTILATION AWARENESS - LEVEL 2

7 APRIL 2019 HOW TO BE AN EFFECTIVE FIRE WARDEN OR FIRE MARSHAL LEVEL 2

7 APRIL 2019 MOVING AND HANDLING LEVEL 2

7 APRIL 2019 SEXUAL VIOLENCE AND HARASSMENT BETWEEN CHILDREN AND YOUNG PEOPLE

7 APRIL 2019 THE PREVENT DUTY - LEVEL 2

1. APRIL 2019 USE OF REASONABLE FORCE IN SCHOOLS - LEVEL 2

1. APRIL 2019 CHILD PROTECTION REFRESHER - LEVEL 2

8 APRIL 2019 CONCUSSION AWARENESS - LEVEL 2

8 APRIL 2019 EQUALITY AND DIVERSITY - LEVEL 2

8 APRIL 2019 RAISING AWARENESS OF HONOUR-BASED ABUSE AND FORCED

8 April 2019 RAISING AWARENESS OF PEER-ON-PEER ABUSE LEVEL 2

10 APRIL 2019 CHILD PROTECTION IN SPORT AND ACTIVE LEISURE LEVEL 2

9 APRIL 2019 MENTAL WELLBEING IN CHILDREN AND YOUNG PEOPLE - LEVEL 2

MARRIAGE LEVEL 2

9 APRIL 2019 SAFEGUARDING YOUNG PEOPLE - LEVEL 2

**VALID INTERNATIONAL PASSPORT AND DRIVER’S LICENSE \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**SKILLS**

Windows 10/2019 R2 Active Directory design and deployment, Windows load balancing, DNS, DHCP, Terminal Services, VPN, with troubleshooting at the expert level within large network environments. License Network infrastructure and security - TCP/IP and other protocols including use of troubleshooting tools. Design and implementation, Replication services. MS Office 365, Word, Excel, PowerPoint, Publisher, Outlook, Visio, Project, Cworks-CMMS etc. Excellent Typing/Word Processing, oral and written communication skills.

Ability to work under pressure, Patience and attention to detail.

Good in decision-making - Team oriented spirit - Time management - Self-motivation.

Conflict resolution – Leadership – Adaptability – Creativity - Excellent editing skills - Multi-tasking.

CCTV installation and security management.

Technical ability to install and service split and standing air condition unit

Technical ability to troubleshoot conduit electrical wire, install and repair electrical appliances

**HOBBIES**

Reading, Computing, Reading, Travelling, Football, Table tennis, Photography, Research Networking, Listening to music.

**REFEREES**

**Mr Amaju Pinnick**

Nigeria Football Federation President.

Abuja FTC.

**Hon Chief Barr. Lovette Idisi**

Member Representing Ethiope Federal Constituency Abuja FTC.

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**PERSONAL INFORMATION**

Date of Birth: 29 March 1975 Gender : Male

Nationality : Nigerian Marital Status: Married