

Michael C. Ifeanyi

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CERTIFICATIONS

- AWS Certified Solutions Architect
- Terraform Associate, Certified
- Microsoft Certified Solutions Associate (MCSA)
- Microsoft Certified: Azure Fundamentals
- Project Management Professional Certified (PMP).
- ITIL, Certified.
- CompTIA A+, Certified.
- Apache Cassandra Administrator, Certified.
- RHCSA – to certify October 2021

SKILLS

Networking | Technical /Application Support | WAN, LAN, VPN, TCP/IP, DNS | Windows OS |Linux: Red Hat/Ubuntu/CentOS | Databases | Technical Troubleshooting | Virtualization | Automation | Bash Scripting | Containers | Python | Requirements gathering and analysis |Change management

TECHNICAL TOOLS

Docker, Terraform, GitHub (revision /version control), VS Code, Jenkins, VMware, Bash Shell, Jira, Ansible

EXPERIENCE

Technical Analyst - Remote

Jan. 2017 - present

CRIT Technologies

- Deployed a squid proxy application using Ubuntu server to optimize cache services for popular network protocols like HTTP, FTP, SSL, DNS lookups and provide granular access control mechanisms.
- Designing, evaluating, and configuring desktop and server virtualization infrastructure utilizing Hyper-V
- Implemented a hybrid identity and access management solution utilizing Azure AD connect to synchronize on-premises Active Directory users.
- Recommending imminent hardware and software upgrades to clients to ensure sustainable and secure infrastructure.
- Documenting incident resolution process using best practices in the knowledge base upon successful troubleshooting, with the aim of reducing resolution times by 80%.
- Facilitating training sessions to improve end user's technical knowledge.

Project Resource Planner

Jan. 2019 - present

SaskPower Corporation | Regina, SK

- Supporting provincial power projects of over \$500,000,000 annually across five (5) departments with a key focus on resource/workforce planning, scheduling, and management through project life cycle using SAP ERP software.
- Utilizing SAP ERP software to generate work plan data reports in conjunction with Microsoft Excel, providing actionable visual insights to senior management and improved turnaround time by 87.5%.
- Serving as a key facilitator in routine communication meetings with project managers to obtain project baseline start/finish dates, update project schedules using enterprise resource planning tools in collaboration with Oracle Primavera P6 software and reviewing operational procedures.

Customer Service Representative

Mar. 2018 – Dec. 2018

SaskPower Corporation | Regina, SK

- Ensured exceptional customer service delivery via phone (call center) by identifying customer requirement and maintaining an efficient and friendly manner that addressed customer concerns and complains.
- Assessed customer needs using proactive measures and facilitated the best solution, quickly resolving service problems, and conducting follow up to ensure customers were satisfied.
- Generated and managed new customer accounts, recorded account information relevant to all touch points and outreach.

Customer Value Associate

Sep. 2017 – present

Walmart Canada | Regina, SK

- Providing comprehensive primary point of contact services to clients, responding to inquiries, and investigating complaints regarding purchased goods, services, and policies in an efficient and accurate manner.
- Processing refunds, exchanges and process a variety of consumer transactions using POS terminals.

Senior Systems Administrator

Mar. 2014 – Aug. 2017

Transcorp Hotels | Calabar, Nigeria

- Evaluated and recommended changes to senior leadership regarding a chronic internet Service Level Agreement (SLA) breach, which led to a project initiative – A complete overhaul of the internet service provider, an improved Quality of Service, and negotiated a 30% reduction in internet service subscriptions which boosted hotel earnings by 20% Year-Over-Year (YOY).
- Provided Tier II support and administration to mission critical ERP system which lead to a 98% in high availability to hotel operations.
- Reduced downtime for 300+ machines by 20% by providing end user support for desktops, workstations, laptops, desk phones and printers.
- Installed, configured, and administered Microsoft Windows Server 2008R2 to carefully implement Active Directory Domain Services, resulting in maximized Local Area Network, efficient user account management and security by 80% nationwide.
- Automated backup of mission critical servers to off-site location using PowerShell scripts to ensure business continuity
- Developed content for the technical knowledge base. This fostered a high Quality of Service, process awareness and reduced resolution times by 85%
- Implemented a helpdesk system to track and document customer issues, open support tickets, and ensure pending information technology (IT) issues were resolved - this aided an 80% increase in customer service efficiency and accountability.
- Oversaw the procurement of Information Technology tools and for related domains across the geolocations of the hotel under the approved company budget, saving the company over USD 68,300 annually.
- Developed a strategy using best practices for the supervision and coordination of IT business administration procedures and operations, including collaboration with the HR department to establish novel clock-in service to more efficiently track hourly staff resourcing and increase staff punctuality by more than 82% YOY.

IT Systems Administrator

Jun. 2012 – Mar. 2014

PUC Legal Practitioners | Lagos, Nigeria

Junior Systems Administrator

Jul. 2011 – Jun. 2012

Global Microcom | Lagos, Nigeria

EDUCATION

Imo State University | Bachelor of Science in Computer Science

Dec. 2009

PROJECTS

- [Cloud Resume Challenge](#): Utilised AWS S3 bucket, CloudFront, Route 53 DNS, Certificate Manager, HTML, CSS, Git, GitHub to launch a serverless S3 hosted static website with integrated CI/CD pipeline for front and back-end code