**OKAFOR, IKECHUKWU CHUKWUNEKE**

**ANALYST, NETWORK SURVEILLANCE**

10 Imobi Street, Idimu, Lagos.

+2348068475432

[iykedandallas@gmail.com](mailto:iykedandallas@gmail.com)

**CAREER OBJECTIVE**

Detail-Oriented, highly motivated, analytical results-driven and resourceful professional with 8+ years’ experience in the Telecommunication Industry, Especially in Network Operations Operation (NOC) background in 2G/3G/LTE Radio Network Systems. My achievements include Maintain organizational KPI’s set target with the customer on Power availability on daily basis (> 99.8%) meeting “WLA&SLA” agreed and exceed yearly performance goals set by the Organization for satisfactory delivery and services rendering, there by placing the organization at the verge of sustainable development with all diligence and loyalty.

A proven knowledge of Data Analytics skills (Advance Excel, MY SQL and Power BI) for data extraction, transformation, load, and visualization; rooted in substantial training as a Data Analyst.

Aiming to leverage my Analytical skills to successfully fill any Data Analytical Position.

**WORK EXPERIENCE**

**Analyst Network Surveillance 2018 Till Date**

IHS Towers, Plot 934, Idejo Street. Victoria Island, Lagos Nigeria

* Monitor performance of allocated site using network and remote monitoring tools
* Report real-Time all events Occurring on site allocated by logging all escalated incident and problem management tickets for faults identified on site.
* Ensure all faults logged on Ticketing application (Service-Now) are updated regularly and followed up till resolution within customer agreed SLA.
* Attend Customers (MTN/AIRTEL,9-MOBILE and numerous ISP’s) escalations through mails and WhatsApp with prompt response.
* Ensure proper categorization and prioritization of incidents and problems on site.
* Ensure all resolved open tickets are closed on time.
* Ensure proper and complete handover after shift.
* Reduced other report response time by 30% by automation using Power Query

**FRONT OFFICE ENGINEER/ SUPPORT ENGINEER**. **NOV 2017 -April,2018**

Huawei Technologies MTN (Managed Services)

* Monitored performance of 2G,3G and LTE sites allocated on Radio Monitoring tools using (IManager.for Huawei BTS/Nodes, Netnumen for ZTE BTS/ Nodes and OSS for Ericsson RBS/Nodes and acknowledgment of Alarms
* Ensured that incident and problem Management Tickets for site down are logged/raised with Ericson Ticketing Tool (ICTOM/OWS) and escalated to the Field Engineer for quick resolution within SLA.
* Performed other technical activities with the Field Team remotely.
* Ensured that Transmission related faults are correctly diagnosed and escalated to Engineers.
* Analyzed and Classified alarms: Classify the fault into Critical, Major & perform 1st level support.
* Prepared Outage Reports/ information to the region per shift with proper handover Report after each shift

**DATA ANALYST Feb 2017 – October 2017**

Interkel Nigeria Ltd Managed Services (MTN, Airtel, Etisalat)

* Prepared daily report on site outages with detailed RCA.
* Prepared weekly RCA bucketization Report with Dip Analysis on degraded Region/State.
* Prepared Daily CA for state and FME performance Report daily.
* Attended to customers correspondent that needs my attention
* Followed up on Internal Alarms, sector outages, worst cells until resolution.
* Reduced other report response time by 30% by automation using Power Query

**FRONT OFFICE ENGINEER** **May 2014 –Dec 2016**

LM Ericsson Nigeria Ltd, MTN (Managed Services) RSSA

* Monitored performance of 2G,3G and LTE sites allocated on Radio Monitoring tools using (IManager.for Huawei BTS/Nodes, Netnumen for ZTE BTS/ Nodes and OSS for Ericsson RBS/Nodes and acknowledgment of Alarms
* Ensured that incident and problem Management Tickets for site down are logged/raised with Ericson Ticketing Tool (ONE-TM) and escalated to the Field Engineer for quick resolution within SLA.
* Performed other technical activities with the Field Team remotely.
* Ensured that Transmission related faults are correctly diagnosed and escalated to Engineers.
* Analyzed and Classified alarms: Classify the fault into Critical, Major & perform 1st level support.
* Prepared Outage Reports/ information to the region per shift with proper handover Report after each shift

**PERSONAL PROFILE**

* Ability to think creatively and innovatively to deal with technical challenges.
* Curious and detail-oriented
* Excellent communication and Presentation skills
* Efficient Time Management
* Ability to multi-task
* Proficiency in Advance Excel, SOL, and Power BI
* Development and Building teams.
* Judgment and Decision Making

**ACADEMIC QUALIFICATION**

**HND in Electrical/Electronic Engineering (Upper Credit) 2009**

Institute of Management and Technology, Enugu

**OND in Electrical/Electronic Engineering (Upper Credit) 2006**

Institute of Management and Technology, Enugu,

**West African Senior Secondary School Certificate 2001**

Comprehensive Secondary School, Nawfia.

**OTHER CERTIFICATES OBTAINED**

Certificate of Completion on Advance Data Analysis and Reconciliation by Dbrown Consulting

Certificate of Completion on Excel, SQL, Power BI by Certified Data (Google Certified Professional Data Engineer).

Certificate of Completion-Microwave Transmission and RBS Maintenance Engineering.

Certificate of Training on Occupational Health & Safety (OHS)/ fire Prevention.

(SAFETECH SOUTH-AFRICA) ERICSSON RSSA

FSO ACADEMY (ERICSSON NIGERIA)

REFERENCES

Available Upon Request