JAMAICA RAPHAEL AJEMINA

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IT INFRASTRUCTURE | NETWORK & SUPPORT ENGINEER | CLOUD & SECURITY ENTHUSIAST

Experienced IT Infrastructure and Support Specialist with strong hands-on expertise in network administration, virtualization, cybersecurity, and end-user support across Windows, Linux, and macOS environments. Skilled in configuring and managing routers, switches, VLANs, firewalls (pfSense, Ubiquiti), and wireless access points. Proficient with virtualization platforms including Proxmox and VMware, as well as remote access solutions like VPN, RDP, and secure file sharing. Demonstrated ability to implement NAS-based backup systems, perform system hardening, and maintain detailed IT documentation. Currently expanding cloud administration capabilities through active training in Microsoft Azure (AZ-104) and enterprise networking (CCNA). Passionate about delivering secure, scalable, and efficient IT systems that support business growth and operational continuity.

TECHNICAL SKILLS

- **Networking:** TCP/IP, Subnetting, VLANs, Routing & Switching, DHCP, DNS, NAT, Firewalls, VPN
- **Infrastructure:** Cisco Routers & Switches, Ubiquiti UniFi, pfSense, Network Security, Wireless Networking (Wi-Fi 6, Access Points), Network cabling, Access control
- **IT Support & Administration:** Tier 1/2 Support, Hardware & Software Troubleshooting, System Installation, Windows & Mac OS, Linux (Ubuntu, Kali, Fedora), Remote Assistance
- **Cybersecurity:** Network Hardening, Basic Threat Analysis, Risk Management, Firewalls (pfSense, Ubiquiti), IDS/IPS
- **Cloud/Virtualization:** Proxmox, VMware, VirtualBox, UTM, Microsoft Azure
- **Project Management:** IT Strategy Planning, Process Optimization, Vendor Coordination, Technical Documentation

SOFT SKILLS

- Analytical Thinking & Problem solving
- Critical Thinking & Decision-Making
- Attention to detail

- Team collaboration & Leadership
- Time management & Prioritization
- Improvisation & Troubleshooting

- Effective communication
- Adaptability & Continuous learning

WORK EXPERIENCE

IT Infrastructure & Security Specialist   *May 2023 – Present*
Sidrena Investment Nigeria Limited – Port Harcourt, Nigeria
(Promoted from IT Support Officer)

- Designing and deploying scalable wired and wireless network infrastructure across multiple office environments, implementing VLAN segmentation, SSID isolation, and access controls using Ubiquiti and pfSense firewalls to isolate traffic between departments, guests, and critical infrastructure.
- Managed and maintained virtualization infrastructure using **Proxmox** and **VMware**, deploying Linux (Ubuntu, Kali) and Windows Server VMs for internal services, backups, and testing environments.
- Configured remote access solutions, including VPNs and Remote Desktop setups for hybrid staff, with firewall rules and user policies to control access.
- Set up static and DHCP IP assignments, DNS configurations, and multi-SSID wireless networks with rate limiting and content control for staff and guests.

- Deployed and maintained **IP surveillance systems**, configured with NVRs, VLAN isolation, and remote monitoring access via web and mobile apps.
- Oversaw procurement and lifecycle management of IT hardware, including laptops, printers, switches, access points, and servers.
- Created documentation for asset inventory, network topologies, access control lists (ACLs), firewall rules, and disaster recovery procedures.
- Supported incident response efforts by collecting logs, analyzing unusual activity, and recommending security enhancements.
- Integrating Microsoft Azure services into local IT workflows, including user access, cloud backup, and remote access solutions as part of AZ-104 study progression.
- Supporting internal risk assessments and participating in strategic IT planning to improve resiliency and reduce downtime.

IT Support Officer   *October 2021 – May 2023*
Sidrena Investment Nigeria Limited – Port Harcourt, Nigeria
(Promoted from IT Support Officer)

- Delivered daily end-user support for over 20 staff across multiple departments, resolving hardware, software, printing, and network issues across Windows, macOS, and Linux platforms.
- Installed and configured routers, switches, and access points to support business operations; handled cabling and basic IP planning.
- Performed user onboarding/offboarding, device setup, OS installations, software updates, and user account management across multiple platforms.
- Provided support for local email clients, file sharing setups, printer servers, and productivity software such as Microsoft Office and LibreOffice.
- Assisted in deploying a multi-room Wi-Fi solution with VLAN tagging, SSID segmentation, and firewall rules to enforce access restrictions.
- Supported surveillance camera installations and ensured secure network integration for monitoring systems.
- Logged support tickets, maintained ITxs documentation, and improved troubleshooting efficiency by documenting recurring issues and solutions.

Junior Web Developer/Technical Support   *April 2019 – October 2019*
Naija Domains (SIWES) – Port Harcourt, Nigeria

- Assisted with network setup, cable tracing, and desktop troubleshooting for internal users.
- Gained exposure to DNS records management and basic PHP scripting for web integration.
- Supported development of responsive web pages based on client specs and security best practices.
- Conducted basic server maintenance and system checks to ensure uptime of hosted websites.
- Assisted in network setup and troubleshooting, ensuring smooth connectivity for web applications
- Discussed site and app requirements with clients to produce actionable development plans and budgets.
- Assisted web presence planning, implementing changes and integrating requested elements to streamline business operations.
- Modified existing code written in PHP.

Bachelor of Science in Computer Science, Sep 2016 – Apr 2021
Rivers State University, Port Harcourt, Nigeria

Diploma in IT Systems Support, Sep 2015 – Jul 2016
Bonny Vocational Center (City And Guilds), Bonny Island, Nigeria

National Youth Service Corps, - Completed Nov 2022 – Nov 2023

Cisco Certified Network Associate (CCNA) *(Self-study In Progress)*

Microsoft Azure Administrator Associate (AZ-104) *(Self-study In Progress)*

PROJECTS & LAB WORK

Proxmox Home Lab Setup (Ongoing) – Self-study for CCNA
- Set up a **virtualized lab environment** using UTM & VMware Fusion on MacBook Air M3.
- Built a virtualized infrastructure using **Proxmox VE** on a local machine to simulate enterprise environments.
- Implemented **firewall rules and access controls** for network security.
- Created and managed Linux (Ubuntu Server, Kali, Fedora) and Windows Server VMs to test security tools, system administration, and networking scenarios.
- Hosted services including **Pi-hole** (DNS filtering)**, Nextcloud** (self-hosted cloud storage)**, OpenVPN** (secure remote access to internal services and lab VMs), **Portainer** (GUI based container management platform to deploy and monitor Docker conrtainers) and **Jellyfin** (Media server for organizing and streaming video content over LAN/WAN.
- Configured VLAN-tagged virtual bridges, secure SSH access, and backup snapshots for each VM.
- Practiced system hardening, resource allocation, and high-availability configuration using LXC containers and VM clustering.

Enterprise Network Simulation
- Configured **Cisco Packet Tracer** simulations for **subnetting, VLANs, and routing protocols**.
- Designed and configured a multi-location **enterprise network** using Cisco Packet Tracer.
- Implemented **VLAN segmentation, inter-VLAN routing, and ACLs** for improved security.
- Configured **OSPF and EIGRP** for dynamic routing between multiple networks.

Hotel WIFI and LAN Infrastrcuture setup
- Designed and Deployed a secure, segmented and scalable network for a 15-room hotel.
- Installed routers, access points, and network switches.
- Created separate VLANs for guests, staff and management
- Configures WiFi SSIDs with bandwith limits and security encryption (WPA3)
- Set up firewall rules to isolate guest network from internal systems.
- Impelmented a captive portal for guest login and usage tracking
- Performed signal strength surverys and optimized AP placements
- Set up static IP addressing for essential devices (servers, POS, printers).
- Installed IP cameras and configured NVR with remote access.
- Integrated camera feeds with hotel network without compromising bandwidth.
- Ensured backup storage for recorded footage.