Ejike C. Okeke

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Experienced IT Support Manager with over 8 years of experience in system administration and IT support. Excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements. Familiar with user support and root cause analysis. Eager to contribute to team success through hard work, attention to detail and excellent problem-solving and organizational skills. Motivated to learn, grow and excel.

Skills Matrix

- Good leadership and organizational skills
- Effective communicator, experience working directly with customers.
- Excellent written, verbal communication and presentation skills, with an ability to empathize with varying levels of technical ability.
- Strong documentation and knowledge base building skills.
- Strong ITSM background – implementing helpdesk system and facilitating documentation.
- Experience working with ManageEngine, Jira Atlassian, C2 Atom ITSM platforms.
- AWS EC^2 / machine instances.
- Proficient with Active Directory and GPOs
- IPSEC VPN, DNS, TCP/IP.

- Knowledge of Mac and Windows OS, Microsoft365, Exchange and Google Workspace.
- Excellent knowledge of backup solutions and file sharing / collaboration platforms such as SharePoint, Egnyte, etc.
- Strong knowledge of MFA/2FA systems such as Auth0 and Okta – YubiKeys and SSO tie with AD, system security, identity and access management (IAM).
- Device management (including mobile) using tools like VMWare Workspace One UEM and AirWatch.
- Good knowledge of Sophos Security
- Good knowledge of Linux, Scripting – Bash, PowerShell, Python.
- Monitoring tools – Zabbix

IT Support Manager – Siat Nigeria (*subsidiary of Siat Group, Brussels*)*February 2014 – Till Date*

- Responsible and accountable for the smooth running of the entire IT Infrastructure in Port Harcourt, Nigeria
- Managing IT budgets to achieve value for money.
- Manage and motivate the IT team to deliver effective and highly regarded service
- Monitoring and APM tools - Zabbix
- Follow up and implement SLAs with various vendors and suppliers.
- Providing technical end user support for applications, hardware and network related issues
- Ensuring proper documentation of tickets with relevant steps taken to resolve issues.
- Monitoring tickets to ensure fair distribution amongst the support team and timely resolution of tickets.
- Managing the deployment, support and upgrade of computers, hardware and operating systems.
- Experience working within a technical support role
- Excellent communication and customer service skills
- Experience in a customer facing role, dealing with urgent and complex queries by telephone
- Confidence in dealing with queries from customers and in-house colleagues
- Willingness to learn and develop technical skillset
- A good knowledge of Windows technologies and Microsoft Office
- Experience in PC set-up, configuration, and support (desirable)

Key Achievements

- **Internet reliability:** improved internet service in 2 sites by engaging new ISPs with standard POC carried out and engaged with the agreed SLA
- **Cost reduction:** Reduced internet cost for 2 sites by 50% while increasing the bandwidth and service received by over 99%. Reduced printing costs (ink / toner cartridges and printer maintenance) by introducing managed print services.
- Engaged local vendor for approved hardware purchase – reducing time it takes originally to ship from UK or UAE to Lagos, Nigeria
- Imaging and deployment of computers locally and remotely thereby saving the business some cost.

IT System Support – GardaWorld (Middle East and Africa)

March 2011 – December 2011

- Providing remote and on-site IT support for Nigeria and the rest of the GW EMEA (Libya, Iraq, Afghanistan, Somalia, South Africa, UK, UAE) business region. Working with the GardaWorld global IT team to keep the lights on.

IT Administrator – Admas Technologies

July 2009 – February 2010

- Responsible for the administration and support of all software, hardware, networks, and enterprise systems.
- Administers and acts as a first line of support for the Electronic Medical Records (EMR) including network management, software development and database administration
- Using helpdesk ticketing system to resolve user requests and support system and application users
- Develop processes and standards for all employees to adhere to and to ensure the company's systems stay safe as always.

Key achievements:

- Setting up the company for its first NDPR audit – (Nigeria version of the GDPR) and eventually getting a compliance certificate having met all non-conformities raised in the audit for the FY 20-21.
- In line with government regulation, ensured all customer data are domiciled in country. Patterned with local data centers to set up application servers for the EMR and mobile app DB in Nigeria.
- Improved efficiency and reliability by introducing back-up internet links and building a failover to ensure high

availability and redundancy of systems.
- Built a VPN to allow staff connect and work securely from home during the Covid-19 lock down.

Education

Federal University of Technology Owerri, Imo State
August 2006 – June 2012
Mathematics and Computer Science (Computer Science Option)

Training and Certifications

Cyberoam (Sophos) certified network security professional - CCNSP
Awarded: April 2017

New Horizons Computer Training & Certification
Awarded: May 2012

Course Module 2008 - 2012

• **Windows XP/Vista Support (Dec 2008)**	• **Oracle SQL (Dec 2010)**
• **CompTIA A+ (April 2009)**	• **Oracle Administration 1 (April 2011)**
• **VB.net (Dec 2009)**	• **Linux - Red Hat Enterprise (Dec 2011)**
• **VB.net (April 2010)**	• Java 2 SE(April 2012)

Interests

- I enjoy reading, cycling, and traveling to new places.
- I am enjoy learning new things and skills. I am the self-acclaimed Learner-in-Chief
- I love teaching and mentoring peers and friends
- I love creating new solutions or tolls to improve processes.
- I love attending technology meetups and conferences and meeting new people