Monday Fezigha ITIL ,MCP, BCP

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Summary

IT Professional with 13+ years Experience with both business skills and technical IT knowledge, DevOps,IT Operations Manager, IT Helpdesk Manager, Business Applications Manager, technical and desktop IT support in an enterprise environment. Self-motivated and enthusiastic worker with vast experience in many different fields. Bringing forth a proven track record of achievement and a reputation for positive collaboration. Confident, hard working, and committed to seeing results in whatever position I am in. Reliable and dedicated to finding a place that will benefit from my superior skill set and energetic drive.

Experience

DevOps Engineer

Freelance

Jul 2022 - Present (3 months +)

• Provide support for continues rollout of new versions of the components of managed online endpoint
• Author new alerts to proactively catch any production issues
• Implement, maintain and monitor CI/CD pipelines
• Engage DRIs as necessary to deal with build issues, managing rollbacks
• Filing/tracking work items in order to drive steady efficiency gains
• Hands-on experience with CI/CD practices and tools - Azure DevOps (Team Foundation Server), MS Build

IT Business Applications Manger

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May 2010 - Jul 2022 (12 years 3 months)

● Planned, organized, directed, controlled and evaluated the operations of information systems and business applications company wide
● Develop and implemented policies and procedures for IT systems development and operations
● Designed, developed, integrated, test and implemented information systems business solutions
● Liaison between other Operational Departments and the IT Department
● Administration of Maritime Business Applications systems
● Administration/Support/Backup/Recovery of Application Servers
● Interfaced with suppliers and service providers

Achievements
Worked as Local Administrator with the Solutions team from Bollore Ports France and developers in Argentina to deliver Ipaki External System (https://ies.bollore.com) in Nigeria – a multi-tenant online invoicing and payment system for Bollore group
Worked with local developers to deploy web applications to Azure using DevOps

principles and tools

Information Technology Operations Manager

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May 2020 - May 2021 (1 year 1 month)

• Managed physical and virtual infrastructure of the organisation On-prem and in colocated data centre

• Managed Information systems quality assurance and analysis

• Act as Technical and Administrative Support on Business Solutions, Servers and Services

• Designed and managed server availability and performance dashboard with Centreon

• IT Service and Operations management

• Conduct business and technical studies

• IT Training management

Achievements

Worked as Local IT administrator and B'care Ambassador for ServiceNow, an IT service management solution rollout in all Bollore worldwide (https://bcare.servicenow. com/)

Worked with project team to decommissioning of On-prem servers to co-located Tier III data centre and Cloud infrastructure (Azure)

Led the team tasked with the upgrade of the virtualization infrastructure platform (VMware vCenter)

Information Technology Help Desk Manager

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May 2016 - May 2021 (5 years 1 month)

• Provided technical assistance/support to users on Windows, Email (Lotus Notes) and Maritime Business Applications (OSCAR)

• Managed Backup/Recovery of servers with Symantec Backup Exec and Veeam Backup and Replication tools

• Training and Technical Support on Maritime Systems and Applications

• General Support on network services availability

• Monitored daily performance of the systems and servers

• IT Surveillance administration and support

• Provide support to business systems, network and Internet users in response to identified difficulties

Achievements

Created knowledgebase system for IT and End-user

Initiated use of open-source GLPI ticketing system for incident management

Business Applications Support

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May 2014 - May 2016 (2 years 1 month)

Information Technology Support Specialist

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May 2010 - May 2014 (4 years 1 month)

Education

provident university Delaware United States
Bachelor's degree, Information Technology
2014 - 2018

Bull Formations, paris, France
2013 - 2013

Licenses & Certifications

Bollore Certified Professional France (BCP) - Bull

Windows Server 2003 - Microsoft

Windows server 2008 - Microsoft
Microsoft desktop Virtualisation

ITIL Foundations - AXELOS Global Best Practice

IBM support - IBM

DevOps Foundations - LinkedIn

Learning Azure DevOps - LinkedIn

DevOps Foundations: Continuous Delivery/Continuous Integration - LinkedIn

Introduction to Terraform on Azure - LinkedIn

DevOps Foundations: Site Reliability Engineering - LinkedIn

DevOps Foundations: Monitoring and Observability - LinkedIn

Skills

Splunk • Jaeger • Zabbix • Terraform • Ansible • Azure DevOps • Microsoft Azure • Hybrid competence • IT Service Management • System Deployment