

# MARTINS STEPHEN

<https://portfolio-site-martins.web.app/>

## KEY ACHIEVEMENTS



### Mobile-friendly website to quickly access product information using QR Codes

Designed and implemented a mobile web platform for customers to quickly access information about accessories displayed in the waiting area and customer lounge using QR codes in Weststar, Abuja.



### Customer's Order Tracker Design

Designed and Implemented an automotive customer parts order tracker for the after-sales department, increasing efficiency by 40%, and, eliminating errors due to oversight in Weststar, Abuja.



### Network Uptime Enhancement

Achieved 99.9% network uptime by optimizing Sophos XG Firewall traffic routing configurations, proactive ISP link monitoring and maintenance strategies in Weststar, Abuja.



### International Financial System (IFS) Country Manager, and Nationwide training

Managed the IFS infrastructure (Database, Application/Web server, and Electronic Data Interchange servers) in Nigeria. Trained 300+ employees nationwide improving system usage efficiency at the Nigerian Postal service HQ, Abuja.



### User Guides and Operational Documents Design

Designed user guides for the NPHCDA Madex 2.0 application to enhance user adoption for DabarObject. Designed Vehicle Health Cards, Vehicle Tags, and Movement Log Books to improve operational efficiency at Weststar, Abuja.



### Data Protection and Cloud Adoption Policy

Implemented company-wide data protection by implementing Bitlocker encryption and enabling OneDrive backups for all mobile devices in Weststar.



### Award for the Most Resourceful and Supportive Staff, 2024 at Weststar Assc. Ltd., Abuja Branch.

## CERTIFICATION

Certified in Cybersecurity (International Information System Security Certification Consortium, ISC2)

Green Digital Skills Certificate (INCO Academy)

Healthcare IT Support Specialization (Johns Hopkins University)

Microsoft Azure Fundamentals (AZ-900)

Certified Network Security Specialist (DefensityOne)

Cisco CyberOps Associate

EF SET English Certificate (C1 Advanced)

## TOOLS & SKILLS

IT Operations • Infrastructure • Risk Management

Disaster Recovery and Incident response • Sophos

Windows Server • Azure AD • IAM • Virtualization

Cybersecurity • Endpoint Security • Network Security

Microsoft 365 Admin • Microsoft Power Pages

INFOSEC • ERP Support (IFS, Oracle, and Odoo)

Technical Support • Helpdesk • Problem-solving

Technical Documentation • Prompt Engineering

Adobe Illustrator • HTML, CSS & Javascript • React

## IT Operations Manager | IT Support Specialist | System Administrator

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<https://www.linkedin.com/in/martins-stephen/>

Abuja, Nigeria

## SUMMARY

I am an experienced IT professional with over a decade of expertise in IT Operations, Technical Support, and Information Security. With a strong focus on problem-solving, systems support, and cybersecurity. I have a proven track record of troubleshooting complex systems and delivering exceptional technical support. I am eager to leverage my broad skill set to contribute to impactful projects.

## EXPERIENCE

### IT Support Executive -> IT Manager

03/2020 - Present

**Mercedes-Benz Nigeria (Weststar Associates Limited)**

Abuja, Nigeria

Authorized provider of sales and after-sales service of Mercedes-Benz in Nigeria

- Manage the IT Operations, infrastructure, and security of the Abuja branch office
- Oversee the optimization, administration and maintenance of IT equipment including servers, network devices, and retail data storage system to ensure operational efficiency
- Manage network availability and security with Sophos XG firewall and access points
- Troubleshoot and fix hardware, software, and network issues to minimize downtime
- Deliver comprehensive support for automotive diagnostic devices (XENTRY Cars and DAIMLER Trucks) to ensure seamless operations for the workshop and customers
- Perform periodic maintenance on all IT hardware and update systems to improve functionality
- Maintain IT asset inventory and oversee procurement for resource allocation
- Manage and maintain PABX and CCTV systems
- Provide graphic design support to enhance service delivery

### Program Analyst (PA) II -> PA I -> Senior Program Analyst

09/2013 - 03/2020

**Nigerian Postal Service (NIPOST) Headquarters**

Abuja, Nigeria

National postal service provider, and regulator

- Managed the International Financial System (IFS) in Nigeria for transmitting postal orders
- Administered NIPOST's HR Management System, and provided Tier 1-2 user support
- Led nationwide technical projects and provided IT support during headcount verification
- Designed training materials and led capacity-building sessions
- Conducted nationwide training on the IFS, postal systems, and HRMS applications

### IT Support Officer

01/2013 - 09/2013

**DabarObjects Solutions Limited**

Abuja, Nigeria

Provider of software development and IT solutions

- Delivered nationwide support for MADEX 2.0 for NPHCDA headquarters
- Provided customer support for proprietary systems and authored user guides

## EDUCATION

### Bachelor of Science in Computer Science

09/2006 - 04/2011

**Ibrahim Badamasi Babangida University**

Lapai, Niger State, Nigeria

## TRAINING

**IT Service Desk: Service Management (LinkedIn Learning)**

**Computational Thinking (University of Michigan)**

**HTML & CSS, JavaScript, Version Control, React, Advanced React (Meta)**

**Prompt Engineering (Vanderbilt University)**

**Information Systems Auditing, Controls, and Assurance (HKUST)**

**Programming for Data Science Nanodegree using Python (Udacity)**

**Customer Service Troubleshooting, IT Asset Management (LinkedIn Learning)**

**Career Essentials in Generative AI (Microsoft and LinkedIn)**

## VOLUNTEERING | FREELANCE

### IT Support Specialist

09/2018 - Present

**Equitable Health Access Initiative (EHAI)**

Abuja, Nigeria

NGO whose focus areas include the control of infectious diseases such as Malaria, HIV & TB

- Provide on-site and remote IT support for the organization's Abuja branch office
- Carry out systems troubleshooting and repairs, procurement, and other IT consulting

**PLEX Multisolutions, Colleagues, Family and Friends**

Abuja, Nigeria