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# EJIOGU, CHUKWUEMEKA SEBASTINE

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<https://www.linkedin.com/in/emeka-ejiogu-91a10592/>

[ejiofusebastine@outlook.com](mailto:ejiofusebastine@outlook.com)

+2348062753939

## OBJECTIVES

A Self-motivated and detailed-oriented enterprise professional with years of experience in System Administration, System Configuration, Networking, Azure Solutions, Planning, Designing, Configuring, Testing, Deploying and Supporting mission-critical next-generation applications.

## Skills

- Version Control: Git
- Continuous Integration: Jenkins
- Automation/Deployment: Ansible
- Containerization: Kubernetes, Docker
- Virtualization: Virtual Box, VMWare, Hyper-V
- Platforms: Linux CentOS, RHEL, Windows Servers.
- Automation: Bash shell scripting
- Cloud: Azure
- Programming Language: Java, Python
- Debugging networks, Troubleshooting.
- Storage: LVM, NAS, ISCSI, SWAP
- Systems Administration
- Skilled in Networking
- WebServer: Apache, Nginx
- Tech Support
- Problem-solving
- Good work Ethics
- Strong verbal and written communication
- Database: MySQL, Oracle

## Work History

Linux System Administrator, Remotely

Jan 2022 till date.

### KodeKloud

- Managing and configuring repositories using YUM and RPM
- Managing systems time and configuring the chronyd service to work with NTP
- Troubleshooting and resolving issues such as Postfix, DNS, MariaDB.
- Installation and Configuration of Apache and Nginx WebServer.
- Package management, compression and decompression tools.
- Resolve package management dependency issues.
- Manage and organize user's account and password ageing.
- Creating bash shell scripts for application deployments, to help with system admin tasks.

Technical Support Engineer L2, Remotely[ArcSight SIEM]

June 2020 till date.

### Micro Focus

- Identified, troubleshoot, and resolve system issues with deployment, configuration, upgrades, and maintenance of ArcSight SmartConnectors for customers.

- Proper escalation of Tier 1 unresolved Tickets, such as product defect, third party integration beyond my scope to appropriate internal teams (e.g. Level 3, RnD).
- Support fortune 500 companies in deploying, configuration, integration & troubleshooting ArcSight SmartConnectors.
- Prepare accurate and timely reports of WebEx/ MS Teams sessions, document resolution steps, action plans in the form of notes and manuals to end-users.
- Reproduce ticket issues debugging and collecting detailed logs for analysis while troubleshooting steps may include patches, documentation, upgrades, or reinstalling.
- Maintain a high degree of user satisfaction for all support queries and adhere to all service level agreements.

### **Achievement.**

- Wrote a km (knowledge base) documentation on newly discovered issues for customer and support colleagues.
- Promoted to level 2 Engineer based on an outstanding KPI, case resolution within the agreed SLA, good verbatim from customers, customer-centric approach on every Ticket.
- Awarded best performing staff for Extra mile on-call support for customers and teammates located in other time zones like EST, AMS

Systems/Implementation and Support

July 2019 - June 2020

### **ITANDT Solutions LTD**

- Conducted POC trials of Network technologies including wireless (Cisco, FortiWifi), web application firewalls (Fortiweb, Radware), SIEM tools (QRadar, Forti SIEM), and firewalls (Fortigate, Cisco ASA), Routers and Switches, then implemented the solutions.
- Provided day-to-day administration and support of Fortigate, and Cisco devices in the customer's environment.
- Met with channels/customers to understand their current technical environment, key business issues/drivers, and future technology requirements.

System/Network Administrator

### **Cardinal Security Service LTD**

May 2018 – June 2019

- Designed and migrate new Windows server, including migration of all user accounts, computer accounts.
- Implemented new security protocols including forcing password standards for company users.
- Ensured that all server hardware, operating systems, software and procedures aligned with organizational standards and strategic business plan.
- Acted as an escalation point for troubleshooting advanced network/systems issues; consistently earned 100% issue-resolution scores by providing excellent service to internal and external customers.
- Resolved a history of problematic network failure by troubleshooting LAN/WAN connections.

- Managed company VOIP phone system and extension listings.

Network Engineer

**Syscomptech Communications LTD**

March 2016 - May. 2018

- I design secure and scalable networks, for both the Syscomptech and its clients.
- I monitor the performance and capacity of systems and clients network using a variety of tools such as PRTG, EMS, etc.
- I liaise with support teams, working together, to resolve customer issues.
- Installed and configured FTTx (fibre to office/fibre to the home) for hundreds of Syscomtech clients.

Network Engineer (NYSC)

Nov 2014 – Dec. 2015

**Federal Polytechnic Nekede, Owerri.**

- Head the team that designed and implemented new IP addressing strategy for FPNO, new scheme allowed greater flexibility and scalability while making support simpler for help-desk and level two personnel.
- Handled the campus corporate office network expansions, provided support, and upgrades for Cisco Switches and Routers, Servers etc.
- Performed network maintenance and system upgrades including service packs, security patches, hot fixes and other security configurations.
- Established rules, policies, and procedures, in formerly unstructured IT operations to gain control, security, improved functionality, and greater efficiency.

## **EDUCATION QUALIFICATION**

2013 HND: **Computer Science**, Federal Polytechnic Nekede, Owerri

LFCS: Linux Foundation Certified Systems Administrator

Microsoft Certified Azure Security Engineer

Cyber Security Foundation Professional Certificate - CSFPC™

ICSI | CNSS Certified Network Security Specialist

Aviatrix Certified Engineer: Multi-Cloud Networking Associate

Fortinet NSE 4

Cisco Routing & Switching [CCNA, CCNP]

Micro Focus ArcSight ESM 7.3 Administrator and Analyst

Micro Focus Project and Portfolio Management Certified Professional

Microsoft Certified Azure AI Fundamental

Microsoft Certified Azure Fundamental