

Lucky Christopher

+234 803 927 5652

xtoluck@gmail.com • <https://www.linkedin.com/in/christopher-lucky/>
Lagos, Nigeria.

PROFESSIONAL SUMMARY

Dynamic Enterprise Software Application Support, Product Development and Testing, Solution Designer/Architect with 9+ years of experience crafting innovative, scalable technology solutions. Proven leadership in designing, architecting, Product testing, and implementing cutting-edge products. Expertise in translating business goals into technical requirements. Adept at leveraging emerging technologies for competitive advantage. Cloud Solution Engineer.

WORK EXPERIENCE

MTN NIGERIA COMMUNICATION PLC • Lagos, Nigeria

- Feb 2019 – Present

- ✓ **Tech Lead/Solution Designer/Architect** **– December 2023 - Present**
- ✓ **Software Developer** **– April 2023 – December 2023**
- ✓ **Applications Support Engineer - Operation** **– Feb 2019 – April 2023**

PERSONAL PROFILE

- Practical understanding of in-depth user journey mapping and UX design principles
- Exceptional in-depth knowledge of Agile processes and principles with real-life applications.
- Excellent analytical, problem-solving, and critical thinking skills with quality communication and teamwork abilities.
- Strong passion for IT development and a desire to learn other programming languages.
- Proficiency in project management strategies and tools, with the capacity to plan, organize, and prioritize testing activities, allocate resources efficiently and effectively, and manage timelines and budgets while reducing cost to the barest minimum.
- Expert in software testing methodologies, techniques, and tools, with competencies in programming languages, databases, and testing frameworks. Knowledge of automation testing tools and techniques.
- Working knowledge in Procedural and Object-Oriented programming languages.
- Coding, testing, and debugging of software applications within a team.
- Development and maintenance of documentation for IT processes.
- Exceptional design thinking experience as evident in NIN verifier. A game-changing web solution for global use.
- Proven Agile software development experience
- Advanced working understanding and interpretation of data and reporting.
- Hands-on process improvement, automation, and engineering principles.
- Working knowledge of systems analysis, design, optimization, value creation, and maximization.

Basic Skills/Key Responsibilities:

Key Experiences Developed/Exhibited Over the Years:

- Successfully deployed many solutions on the cloud, like Azure.
- Proven track record of exceptional analytical and problem-solving skills, with the ability to identify issues, analyze root causes, and develop effective solutions in a fast-paced environment.
- Worked with stakeholders and the project team to develop cost-effective and value-adding solutions for different projects and solutions like NIN Verifier.

- Strong attention to detail and accuracy, with the ability to meticulously review and analyze testing results, documentation, and requirements.
- Coach and train the team to ensure understanding of the objectives and goals of the department, awareness of set targets and requirements, and regular review of their training needs as demonstrated in my onboarding process of new employees in my space.
- Demonstrated capacity to collaboratively manage highly complex stakeholders and contractual relationships through effective communication, negotiation, and issue management to ensure stakeholders are engaged throughout the design phase of the project to ensure that the deliverables of the project can be achieved. Like DSA, Evolving Team, Genesys Cloud deployments.
- Effective conflict resolution abilities, proven track record of leadership and management skills, as well as stakeholders' collaboration management.
- Demonstrated capacity in working with OEMs, partners, planning teams, and other key stakeholders to ensure highly available infrastructure and solutions.
- Ability to communicate clearly and convincingly with technical and non-technical stakeholders with good interpersonal skills, present findings, and recommendations, as well as facilitate discussions and meetings.

Service Reliability:

- Monitored and maintained the reliability of critical services and applications, minimizing downtime and ensuring high availability.

Automation:

- Developed and implemented automation scripts and tools to streamline repetitive tasks, deployed new services, and scaled infrastructure base on budget and needs.

Incident Response and Management:

- Responded to and resolved incidents, conducted post-incident reviews (PIRs), and implemented corrective measures to prevent future occurrences.

Monitoring and Alerting:

- Set up and managed monitoring systems to track key performance indicators (KPIs) and alert on anomalies or potential issues, using SMS and AppDynamics.

Security and Compliance:

- Collaborated with security teams to implement best practices, perform security assessments, and ensured compliance with industry standards and regulations.

Disaster Recovery Planning:

- Developed and tested disaster recovery plans to ensure that critical services can be restored in the event of a major incident or disaster.

Documentation:

- Maintained comprehensive documentation, including runbooks, playbooks, and system architecture diagrams, to facilitate knowledge sharing and troubleshooting.

Collaboration and Communication:

- Worked closely with development, operations, and other cross-functional teams to align on priorities, share insights, and drove improvements.

Neulogic Software Solutions Limited • Lagos, Nigeria
Solutions/Product Architect Cloud Infrastructure manager

Oct 2018 - Jan 2019
Oct 2018 - Jan 2019

Requirement Analysis/Information Gathering:

- Collaborated with stakeholders to gather and understand business requirements, user needs, and technical constraints.

Solution Design:

- Developed high-level and detailed designs for products or solutions, ensuring they met functional and non-functional requirements.

Code Review and Guidance:

- Reviewed code to ensure it aligned with architectural standards and best practices. Provided guidance and mentorship to development teams.

Integration Planning:

- Defined strategies for integrating the solution with existing systems or third-party services, ensuring seamless interoperability.

Risk Assessment and Mitigation:

- Identified potential risks and vulnerabilities in the solution design and implemented mitigations to address them.

Performance Monitoring and Optimization:

- Established metrics and monitoring solutions to track the performance and health of the system. Implement optimizations as needed.

Edubridge Consultants Limited • Lagos, Nigeria
Google Digital Skill Trainer

Mar 2017 - Sep 2018
Mar 2017 - Sep 2018

Conducted Training Workshops:

- Organized and led training sessions, workshops, and seminars on various digital skills topics, such as online marketing, social media, web analytics, and more for secondary school students.

Customized Training Programs:

- Tailored training programs to meet the specific needs and skill levels of different audiences, such as students, professionals, entrepreneurs, and job seekers.

Data Analytics and Reporting:

- Taught participants how to collect, analyze, and interpret data using tools like Google Analytics, and how to use insights to make informed decisions.

Search Engine Optimization (SEO):

- Instructed on best practices for optimizing websites to improve search engine rankings and visibility.

Social Media Management:

- Covered strategies for managing and growing social media profiles on platforms like Facebook, Instagram, Twitter, and LinkedIn.

Soft Skills and Communication:

- Incorporated soft skills training, including effective communication, time management, problem-solving, and teamwork, to complement digital skills.

Programos Software Limited, Lagos • Lagos, Nigeria
Technical Support Engineer

- Jan 2014 - Jan 2017
Jan 2014 - Feb 2017

Technical Support:

- Provided assistance and troubleshooting for hardware, software and other technical issues to end-users and internal/external customers.

Customer Service:

- Delivered high-quality customer service by effectively communicating with customers, understanding their needs, and providing timely and accurate solutions.

Troubleshooting:

- Diagnosed and resolved technical problems, often through a combination of direct support and remote assistance from L3 support (software vendors).

EDUCATION

MSc, Computer Science University of Ibadan • Ibadan, Oyo State, Nigeria	Jan 2015 - Feb 2017
BSc, Computer Science Delta State University • Abraka, Nigeria	Jan 2009 - Nov 2012
National Diploma, (Computer Science) Delta State Polytechnic • Oghara, Nigeria	Jan 2006 - Aug 2008

Award:

- Etisalat Scholarship Award for The Overall Best Student
- The Overall Best Graduating Student in the School of IT with **Distinctions**

Project:

- Malware Detection Using Hidden Markov Model
- Computerization of Students' Results: Case study of Faculty of Science (Designed with VB)

SKILLS

- Cloud infrastructure Solution Design/Architect
- Application Support
- Troubleshooting & Issue Resolution
- Product Development/Testing
- IT Service Management (ITSM)
- System Monitoring & Maintenance
- Scripting and Automation
- Database Querying (SQL)
- Documentation & Reporting
- Team Collaboration

PROFESSIONAL CREDENTIALS/CERTIFICATIONS

- AWS Certification - Certified Cloud Practitioner
- **Microsoft Azure Certified – AZ-900, AZ-204, AZ-400 (DevOps Expert)**
- ITIL 4 Foundation Certification – Axelos
- Nigerian Institute of management (Chartered)

AWARDS AND HONOURS

Best Performing Staff in Information Technology Division MTN IT(CIO) Award (Best performing staff in IT, 2022) - MTN Nigeria Plc	2022
Etisalat Group Merit Scholarship Award	2010