

EDMUND OBINNA UKAEGBULE

PROFESSIONAL SUMMARY

High-performing Senior IT Infrastructure Management Professional with cognate IT experience impacting positive organizational outcomes through Technical IT Support, Modern Workplace, Azure Cloud, IT Service Management, Microsoft 365 and Network Management. Confident in the ability to collaborate with cross-functional teams to solve complex, high-stakes problems. Committed to continuous improvement and contributing to team success.

Personal Information	Email: Obinna.Ukaegbule@gmail.com LinkedIn Profile: https://www.linkedin.com/in/uceobinine Home Address: Asserpark, Wageningen, Gelderland (Can commute) Phone Number: +31684532197
Education	<p style="text-align: center;">University of Salford, Manchester, UK M.Sc. Information Systems Management</p> <p style="text-align: center;">Nnamdi Azikiwe University, Nigeria B.Sc. Computer Science</p>
Skills & Competencies	<ul style="list-style-type: none"> ✓ Experienced with Window Server 2016 Active Directory, DNS, DHCP and GPO ✓ In-depth Understanding of MS Windows 10/11 ✓ Knowledge of IT Systems & Support and Mobile Device Management ✓ IT Operations Management and Knowledge of working within an ITIL environment. ✓ Knowledge of Microsoft Azure services and Azure AD ✓ Experience in Microsoft 365 Services including Intune, Exchange and SharePoint Online ✓ Knowledge of VMware / Hyper-V ✓ Knowledge of programming including VB.net, ASP.Net, XML, SQL ✓ Network Infrastructure - LAN / WAN: TCP/IP, Ethernet, DHCP ✓ Knowledge of Ticketing/Service Desk Management systems including ServiceNow ✓ Team leadership providing operational oversight, mentorship, scheduling, and Key performance management
Work Experience	<p>SGS Lagos, Nigeria Team Lead, IT Systems and Software Solutions March 2022 – August 2023</p> <p>Examples of Responsibilities:</p> <ul style="list-style-type: none"> ➤ Technical IT Support ➤ M365 Cloud and MS 365 Apps Support ➤ IT Operations, Software and Cybersecurity Support ➤ MS Windows 10/11 and Server Active Directory ➤ Azure Cloud Services Administration ➤ Maintain and Support Exchange and SharePoint Online ➤ IT Service Management ➤ 3rd line IT Support ➤ VMWare and Hyper-V Administration ➤ Network Management - LAN / WAN: TCP/IP, Ethernet, DHCP and VPN Support ➤ Designed a Database to monitor spending on IT assets and user costs.

SGS

Lagos, Nigeria

IT Supervisor

January 2014 – February 2022

Examples of Responsibilities:

- Administered and configured MS Windows Server
- MS Office 365 and Office 2016 Support
- 2nd and 3rd line IT Support
- Deployed and Managed MS Windows 10 devices
- Network Management – LAN / WAN configurations
- Support and Maintenance of Microsoft 365 Services
- Managed the IT Hardware (Laptops, Printers, Scanners, Phones etc) Asset Database
- Managed and coordinated the migration process of SGS Nigeria Data to SharePoint for the organisations.
- Managed third-party web projects and supported SGS's transition into a cloud-first Infrastructure company.

SGS

Lagos, Nigeria

IT Supervisor

April 2012 – December 2013

Examples of Responsibilities:

- IT User & Technical Support and Network Management
- Led IT related projects including the Electronic Data Exchange within the Destination Inspections scheme and SON Product Conformity Assessment Projects.
- Managed the IT ServiceDesk Operations
- Ensured Systems Data security, Integrity and Backup processes as well as antivirus protection.
- Developed various Software Projects including Dashboards for businesses, web portal, VBA macro and desktop applications.
- Designed the network architecture, configured and maintained over 90 systems in the Nigeria Customs College IT Training room.
- Coordinated the XML Web Service changes and updates during the design and implementation phase for the CBN e-FormM Portal.
- Developed various Software Projects including Dashboards for businesses, web portal, VBA macro and desktop applications.

SGS

Lagos, Nigeria

IT Officer

September 2010 – March 2012

Examples of Responsibilities:

- Installed and configured client workstations.
- Implemented and troubleshoot LAN Networks.
- Installed and configured software and hardware systems.
- Monitored Electronic data exchange within the NCS D.I Project.
- Developed and automated various business processes with Excel Macros.
- Provided technical advice to our principal SON and their IT consultant to ensure seamless transmission of data between SON and their Service Providers.

SGS

Lagos, Nigeria

IT Helpdesk Officer

April 2009 – August 2010

Examples of Responsibilities:

- Provided Tier 1 IT support to non-technical internal users through Helpdesk support services.

	<ul style="list-style-type: none"> ➤ Provided basic end-user troubleshooting and desktop support. ➤ Used ticketing systems to manage and process support actions and requests. ➤ Installed, modified and repaired software and hardware to resolve technical issues.
Personal Attributes	<ul style="list-style-type: none"> ❖ Initiative-Driven and Communication Skills ❖ Teamwork and Team Leadership ❖ Investigative and Auditing and Problem-solving ❖ Corporate vision, Strategy and Commercial Awareness ❖ Innovative Thinking, Insightful, Analytical, and Intuitive ❖ Strong desire for Learning and Growth
Training Courses	<ul style="list-style-type: none"> ✓ Microsoft Azure Administrator ✓ Microsoft 365 Certified: Modern Desktop Administrator Associate ✓ MCSA: Windows Server 2016 ✓ Microsoft Office Specialist 2016
Professional Certifications	<ul style="list-style-type: none"> ▪ Microsoft Certified: Azure Fundamentals ▪ Microsoft 365 Certified: Fundamentals ▪ Microsoft Certified: Security, Compliance, and Identity Fundamentals ▪ Microsoft Certified: Azure Data Fundamentals ▪ ITIL v3 Foundation Certified ▪ PRINCE2 Practitioner
Professional Membership	<ul style="list-style-type: none"> 🚩 Member, British Computer Society 🚩 Member, Information Systems Audit and Control Association