

EMEKA BENNY OBINWA

Technical Support Specialist

[Lagos, Nigeria](#) | emeka@benny.com.ng | www.benny.com.ng | [LinkedIn](#)

SKILLS

Technical Skills: Microsoft 365 Administration | Server Administration (Windows, Linux) | Operating Systems (Windows, Linux, MacOS) | Networking | Firewalls & Security | Scripting (Bash, PowerShell) | SQL | Project Management | Virtualization | Cloud Platforms (AWS, Azure, GCP, ORACLE Cloud) | Version Control (Git, GitHub) | CI/CD (GitHub Actions) | Troubleshooting

Other Skills: Effective Communicator | Resourceful | Support-oriented | Quick Study | Adaptable

CERTIFICATIONS

- **Cloud & Infrastructure:**
 - Oracle Cloud Infrastructure 2023 Certified Multicloud Architect Associate (September 2023)
 - Google Cloud Associate Cloud Engineer (September 2023)
 - Microsoft Azure Administrator Associate (August 2021)
- **Security & Operations:**
 - Microsoft Certified: Security Operations Analyst Associate (February 2023)
 - Certified in Cybersecurity - ISC2 (April 2023)
- **Automation:**
 - Microsoft Certified: Power Platform App Maker Associate (January 2023)

WORK EXPERIENCE

UBA Group – Head Office, Lagos, Nigeria
IT Support and Project Management - Africa

May. 2022 – Date

Key Duties:

- Provided comprehensive technical leadership and support for 19 African subsidiaries, ensuring operational excellence and continuous service availability for critical IT infrastructure.
- Managed the full lifecycle of complex IT projects, from initial planning to successful production deployment, with a focus on User Acceptance Testing (UAT) and System Integration Testing (SIT).
- Performed advanced L2 and L3 incident management and troubleshooting for enterprise-level systems, consistently exceeding Service Level Agreements (SLAs) through expert root cause analysis (RCA) and resolution.
- Actively monitored and supported core-banking APIs, middleware, and microservices to ensure continuous availability, high performance, and seamless integration with third-party services.
- Reviewed system logs and telemetry data to diagnose and resolve critical issues and identify opportunities for proactive system optimization and bottleneck resolution.
- Collaborated directly with developers and QA teams to implement and test patches and new deployments for core-banking systems, ensuring all code changes were prepared for a smooth, reliable production release.
- Led critical audit exception reviews and vulnerability remediation initiatives, guaranteeing strict adherence to the Bank's IT security standards and compliance frameworks, including principles of PCI-DSS and GDPR.
- Developed and delivered insightful progress reports and clear technical documentation for ongoing projects, providing transparent communication to all stakeholders and internal teams.
- Served as the primary system administrator for enterprise applications, including the Digital Rate Board, ensuring high-availability and consistent performance across a multi-branch environment.

- Leveraged my role as a Nexthink Administrator to monitor digital employee experience, proactively identify system bottlenecks, and enhance the performance and reliability of critical IT operations supporting payments and banking infrastructure.
- Designed and delivered effective knowledge-sharing and post-implementation training to empower internal IT teams and end-users with essential troubleshooting and maintenance skills.
- Identified opportunities for process automation and efficiency improvements to enhance the effectiveness of technical support and engineering workflows.

**Bureau for Rights-Based Development (BRD) – Remote
Technical Support Volunteer**

Jun. 2021 – Dec. 2023

Key Duties and Contributions:

- Office 365 Administration (SharePoint Online).
- Microsoft Azure AD Support and Administration.
- Website Management - Successfully revamped the organization's website, resulting in a modern and user-friendly design that enhanced the organization's online presence and user engagement. Implemented responsive web design principles, improved navigation, and optimized the site for search engine visibility, resulting in a 40% increase in website traffic and a 25% increase in online donations.

**International Energy Services Limited – Lagos, Nigeria
IT Administrator
IT Support Engineer**

Jan. 2019 – Sep. 2021

Jun. 2015 - Oct. 2017

Key Duties and Contributions:

- Successfully supported over 300 employees across Africa and Europe, including cross-functional teams of engineers, lab scientists, business developers, expatriates, and managers.
- Maintained a 99% uptime per annum managing the company's in-house servers, firewall, and distributed network, while also ensuring security and data integrity through access controls, security and backups.
- Ensured over 85% compliance with IT and organizational standards while administering Microsoft 365 workloads (Exchange Online, SharePoint Online, Teams), and all in-house computer infrastructure.
- Contributed to the successful completion of several engineering projects worth over 100 million dollars in revenue by leading the setup and management of Microsoft 365 workloads that enabled cross-organizational communication, collaboration, and resource sharing.
- Improved business process efficiency and productivity by 45% by digitalizing key departmental workflows and co-authoring training manuals that reduced problem escalations by 60%.

EDUCATION

Covenant University - Ota, Ogun State

Bachelor of Engineering in Information and Communication Engineering.

Sep. 2008 - July 2013