

IFECHUKWUDE SAMUEL ADIKAMKWU

PROFESSIONAL SUMMARY

A versatile IT Technical Support Specialist focused on performance optimization and technical improvements with understanding of cost-effective decision making and usability. Can be trusted to safeguard cybersecurity, employee privacy, business continuity and as a 1st/2nd line of defence against technical interruptions and unwanted intrusions. A diligent trouble-shooter, with strong communication skills to interact effectively and efficiently with customers and colleagues alike and determined to deliver best technical solutions to meet functional and business requirements.

CONTACT INFORMATION

Email: samuel.adikamkwu@yahoo.com, psalmuel93@gmail.com

Home Address: No 378, Recreation Avenue, Co-operative Villas, Badore, Ajah, Lagos.

Mobile: +234(0)805061 8275

EDUCATION, QUALIFICATIONS AND CERTIFICATIONS

- ITIL V4
- Bells University of Technology, Ota, Ogun State
PGD Computer Science
- NYSC Discharge Certificate
- Redeemers' University
BSc Computer Science

WORK EXPERIENCE

TEK EXPERTS [March 2022– Present]

Position held: Cloud Support Engineer

Job roles include the following:

- Act as the primary technical contact to deliver advanced technical troubleshooting and problem-solving solutions for corporate customers including issues escalated to the highest level of management.

- Collaborate on cross-team and cross-product technical issues by working with colleagues from other teams as needed to resolve customer problems
- Collaborate with subject matter experts and escalation managers when additional support is needed
- Responsible for troubleshooting, resolving Azure cloud identity issues and technical issues for customers proactively.
 - Ensure that each support request is handled as per our Service Level Agreement (SLA) and to the highest possible customer satisfaction by setting the right expectations and fulfilling your commitments.
 - Maintain a proactive approach to customer happiness, identifying and correcting customer satisfaction concerns before they become problems.
 - Resolve calls efficiently and effectively and support customers on various Microsoft cloud products

ABBHEY MORTGAGE BANK [May 2020 – March 2022]

Position held: IT System Administrator & Server Infrastructure Support Engineer

Job roles include the following:

- Designed proactive preventive maintenance schedules to prevent unnecessary downtime and hardware faults.
- Time-attendance management.
- IT Vendor management.
- Efficient management of user accounts, permissions, and passwords on the active directory.
- Oversaw file system, storage and other digital asset upgrades while safeguarding data integrity and redundancy.
- Managed onboarding and offboarding of employees.
- Installed important security and functionality patches to maintain optimal protections against intrusion and system reliability.
- Office365 administration.
- Facilitated installation processes to deliver project requirements on time.
- Installed, configured, tested and maintained operating systems, application software and system management tools.

XL AFRICA GROUP [November 2015 – March 2020]

Positions held: ICT Support Officer [Head Office]

Job roles include the following:

- Responsible for the purchase, installation, configuration of computers and computer-related devices such as printers, laptops etc.
- Maintenance of the devices stated above.
- Employed proven problem-solving techniques to resolve technical issues quickly and with minimal disruption.
- Responded to faults in both LAN and WAN networks to rapidly restore connectivity and prevent unnecessary downtimes.
- Prepared new computers and mobile devices according to internal policies on standardized software and security deployments.
- Delivered onsite and remote technical support for the company's employees with resolution of system, hardware and telephone issues within expected turnaround time [TAT].
- Translated complex technical issues into digestible language for non-technical users.
- Loaded software, granted permissions and configured hardware for new employees as part of onboarding process.
- IT Vendor Management.

TECHNICAL & SOFT SKILLS SUMMARY

- Impeccable verbal and written communication.
- Patience & Empathy.
- Proficient in MS 365.
- Problem-solving and Collaboration.
- Desktop & Software applications support
- Technical issues analysis & Support

OTHER INTERESTS

- Highly dedicated and devoted to my family and friends.
- Hobbies include playing sports such as football, tennis, meditating and travelling.

REFERENCES

Available on request.