

EMEKA BENNY OBINWA

Technical Support Engineer | Systems Administrator
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PROFESSIONAL SUMMARY

Result-driven Technical Support Engineer and certified Systems Administrator with over a decade of IT experience, specializing in infrastructure management, and enterprise incident response within the pan-African financial sector. Proven track record of maintaining 99.99% availability for critical banking applications serving over 1,000 branches, automating core administrative workflows using Python and PowerShell, and managing complex infrastructure lifecycles. Adept at driving operational excellence while aligning enterprise systems with strict security and compliance frameworks.

TECHNICAL SKILLS

- **Operating Systems & Infrastructure:** Windows Server Administration, Linux (RHEL/Ubuntu), Enterprise Systems Architecture, Pan-African Hub Deployment, Network & Firewall Security.
- **Cloud & Virtualization:** Microsoft Azure, Oracle Cloud Infrastructure (OCI), Google Cloud Platform (GCP), AWS, Virtualization.
- **Automation & DevOps:** Scripting (Python/Django, PowerShell, Bash), Version Control (Git, GitHub), CI/CD (GitHub Actions), Process Automation.
- **Databases & Telemetry:** SQL, Nexthink Analytics, Enterprise Monitoring, Root Cause Analysis (RCA).
- **Frameworks & Compliance:** PCI-DSS, GDPR, Agile Methodologies, Project Management, Business Analysis.

PROFESSIONAL EXPERIENCE

UBA Group – Head Office, Lagos, Nigeria

IT Support and Project Management – Africa | May 2022 – Date

Key Duties and Accomplishments:

- Provided comprehensive technical leadership and infrastructure support for 19 African subsidiaries, ensuring high availability and operational continuity for core enterprise systems.
- Earned two consecutive promotions within a 2-year period based on strong operational performance and measurable organizational impact.
- Managed the full lifecycle management for 8 complex, pan-African IT core-banking system integrations, ensuring seamless production deployments through rigorous UAT/SIT cycles.
- Led advanced L2 and L3 incident management and troubleshooting for enterprise-level banking environments, consistently exceeding established SLAs through root cause analysis (RCA).
- Reviewed complex system logs and telemetry data to diagnose system bottlenecks, proactively optimizing infrastructure health and performance.
- Partnered with development and QA teams to test, patch, and upgrade core-banking platforms, guaranteeing zero-downtime and highly reliable production releases.
- Successfully closed over 95% of critical security vulnerabilities and audit exceptions, maintaining 100% compliance with PCI-DSS and GDPR security frameworks.
- Streamlined stakeholder reporting by developing concise, standardized progress reports and documentation that reduced meeting time by 15% and increased project clarity.
- Served as primary administrator for critical enterprise applications (including the Digital Rate Board), ensuring 99.99% uptime across a multi-branch network of over 1,000 branches.

- Utilized Nextthink data to analyze and optimize endpoint infrastructure for 5,000+ employees, yielding a 20% improvement in application load times and a 10% reduction in support tickets.
- Designed and delivered comprehensive post-implementation training to 150+ end users, effectively cutting repetitive L1 ticket escalations by 25%.
- Spearheaded automated workflows using Python and PowerShell for repetitive administration tasks, saving the team 10 manual hours per week and increasing resolution speeds by 30%.

Bureau for Rights-Based Development (BRD) – Remote
Technical Support Volunteer | June 2021 – December 2023

Key Duties and Contributions:

- M365 Cloud Administration: Handled cloud-based collaboration environments, focusing on SharePoint Online administration.
- Web Infrastructure Management: Revamped the organization’s public-facing website, deploying responsive web design principles and search engine optimization to boost website traffic by 40% and online donations by 25%..

International Energy Services Limited – Lagos, Nigeria
IT Administrator | January 2019 – September 2021
IT Support Engineer | June 2015 - October 2017

Key Duties and Contributions:

- Provided end-to-end technical support for over 300 employees and cross-functional teams across Africa and Europe.
- Maintained a 99% annual uptime for in-house servers, firewalls, and distributed network segments by executing strict access controls, security policies, and data backup strategies.
- Supervised Microsoft 365 enterprise workloads (Exchange Online, SharePoint Online, Teams), achieving over 85% compliance with corporate IT governance standards.
- Led the deployment and management of cloud collaboration infrastructure that enabled secure resource sharing for critical engineering projects generating over \$100M in revenue.
- Digitalized legacy departmental workflows and co-authored technical training manuals, improving business process efficiency by 45% and dropping system escalations by 60%.

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)

EDUCATION

Bachelor of Engineering (B.Eng.) in Information and Communication Engineering
Covenant University - Ota, Ogun State | September 2008 - July 2013