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PROGRAM-RELATED SKILLS

Technical Skills

- **Network Infrastructure:** Configured and troubleshot LAN/WAN topologies using TCP/IP, subnetting, and VLANs in lab environments
- **Hardware Support:** Installed and maintained desktops, laptops, printers, and workstations; performed hardware diagnostics and upgrades
- **Operating Systems:** Administered Windows Server 2019 and Windows 10/11; performed Active Directory user and group management
- **Network Security:** Applied firewall rules, access-control lists, and basic network hardening principles to protect lab environments

Transferable Skills

- **Analytical Thinking:** Applied structured troubleshooting methodologies to diagnose network faults and hardware failures efficiently
- **Written & Verbal Communication:** Produced technical reports and communicated system status clearly to both technical and non-technical stakeholders
- **Organization & Time Management:** Managed concurrent lab projects and coursework deadlines while maintaining a 3.80/4.0 GPA

EDUCATION

Computer Systems Technician – Networking (Diploma) Sep 2025 – Aug 2027
Algonquin College, Ottawa, ON

- Relevant coursework: Network Fundamentals, Routing & Switching, Windows Server Administration, Cybersecurity Essentials, Cloud Computing
- Cumulative G.P.A.: 3.80 / 4.0

Electrical/Electronic Engineering (Bachelor of Engineering) July 2014 – Oct 2018
University of Benin, Benin, Nigeria

Maritime Studies, Info. & Communication Tech. (Diploma) Jan 2012 – Feb 2014
University of Benin, Benin, Nigeria

ACADEMIC PROJECTS

Enterprise Network Design & Implementation Sep 2025 – Feb 2026

Network Infrastructure Design, Algonquin College, Ottawa, ON

- Configured Cisco switches and routers using CLI; verified connectivity and failover using Packet Tracer and physical lab equipment
- Produced a comprehensive network design document, including IP addressing scheme, topology diagram, and device configuration files
- Achieved 100% uptime simulation score and received top marks for documentation quality

Windows Server Active Directory Deployment

Sep 2025 – Feb 2025

Windows Server Administration, Algonquin College, Ottawa, ON

- Deployed a Windows Server 2019 domain with Active Directory, DNS, DHCP, and Group Policy Objects for a simulated 50-user office
- Created user accounts, security groups, and OUs; enforced password policies and software deployment via GPO
- Set up and configured new user workstations, joined them to the domain, and verified policy application end-to-end
- Documented all configuration steps and troubleshooting procedures in a formal technical report

WORK EXPERIENCE

IT Support Analyst

Feb 2024 – July 2025

Brookhaven Care Limited, UK

- Configured and maintained user devices, ensuring software and system compliance with security standards.
- Migrated systems from Windows 10 to Windows 11 across care home facilities, ensuring minimal disruption to healthcare operations.
- Deployed and configured PCs, tablets, and workstations for staff and residents.
- Provided on-site support for telehealth services and digital care platforms.

Network Operations Center (NOC) Analyst

June 2020 – Dec 2022

Natcom (Ntel), Lagos, Nigeria

- Provided first-line IT support and monitored network performance using ITSM tools and ticketing systems.
- Logged incidents, generated reports, and collaborated with cross-functional teams for resolution.
- Delivered high-level performance reports aiding executive decision-making.
- Managed service escalations to ensure minimal downtime and compliance with QoS/QoE standards.

CERTIFICATIONS

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| • ITIL 4 Foundation , PeopleCert | August | 2025 |
| • Certified in Cybersecurity (CC) , ISC2 | September | 2024 |
| • CompTIA A+ , CompTIA | July | 2024 |
| • CompTIA IT Fundamentals+ (ITF+) , CompTIA | May | 2024 |

AWARDS

Dean's Honours List for 2025 Fall and 2026 Winter Term
Algonquin College, Ottawa, ON