

EMMANUEL OBELENGE

IT Support Engineer | Network & Infrastructure Support | IT Operations Support

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PROFESSIONAL SUMMARY:

Highly motivated IT professional with 5+ years of experience in IT support, system administration, and infrastructure management. Proven track record of maintaining system uptime, resolving technical issues, and improving operational efficiency. Skilled in network administration, troubleshooting, and end-user support across both on-site and remote environments. Adept at managing IT systems, implementing security practices, and supporting business-critical operations.

CORE SKILLS:

IT Support & Infrastructure

- Helpdesk (L1/L2), Incident Management and ITSM (basic understanding)
- Active Directory, User Management
- Windows/Linux Administration
- Networking (TCP/IP, DNS, DHCP, VPN)
- Remote Support (AnyDesk, TeamViewer)
- System Installation & Configuration
- Chip-Level Laptop Repair

Technical Tools & Development

- Jira, Zendesk
- VMware/VirtualBox
- Wireshark Packet Analysis
- Git/GitHub
- AWS Basics

Scripting & Technical Exposure (Basic – Intermediate)

- Python, Bash, SQL (automation & troubleshooting)
- Basic understanding of JavaScript, HTML, Java, C

PROFESSIONAL EXPERIENCE:

System Operations Engineer | Redbrick Homes, Lagos (2023 – Present)

- Maintained 95–99% power/service uptime by continuously monitoring and optimizing MTU gas power system performance.
- Reduced unexpected system downtime by 40% through proactive preventive maintenance, early fault detection, incident resolution, and infrastructure monitoring.
- Improved operational reliability by maintaining accurate system logs and ensuring 100% compliance with safety standards.

IT Support Engineer | Edidot College, Lagos (2021 – 2024)

- Reduced system downtime by 40% through root cause analysis, proactive maintenance and infrastructure monitoring strategies.
- Strengthened network security and improved system performance by identifying and resolving vulnerabilities and bottlenecks.
- Provided technical support to 50+ staff and students using ticketing systems, resolving issues efficiently and improving productivity.
- Streamlined IT operations by implementing structured IT policies and SLA compliance, improving efficiency and system reliability.
- Trained 100+ students annually in ICT and basic programming, increasing digital literacy and engagement.

IT Support Specialist (NYSC) | Odogbolu Secretariat, Ogun State (2020 – 2021)

- Resolved 90%+ of user issues on first contact, minimizing disruption to daily operations.
- Supported deployment and configuration of 20+ workstations, ensuring reliable system performance.
- Assisted in network maintenance and user access management, improving system accessibility and reducing access-related issues.

PROJECTS:

- Built and managed a personal IT lab to practice system administration, troubleshooting, and network configuration.
- Simulated real-world IT support tasks including user account management, software installation, and issue resolution.
- Developed and deployed basic web applications using HTML, CSS, JavaScript, and Python.
- Used Git and GitHub for version control and project management.

EDUCATION:

- BSc Computer Science (In View) – University of the People, California, USA (2026).
- BTech Agricultural & Environmental Engineering – Rivers State University, Port Harcourt (2019).
- WASSCE Certificate – Lord’s International Secondary School, Eleme, Rivers State (2012).

CERTIFICATIONS:

- Advanced Laptop Repair Certification – SGL Technologies Ikeja, Lagos (2025).
- IT Vendor Management – COMPTIA via LinkedIn Learning (2025).
- Manager Professional Certification – SHRM & LinkedIn via LinkedIn Learning (2025).
- Introduction to Cybersecurity (Badge) – Cisco (2024).
- Product Management – ALAT by Wema (2024).
- CISCO ICT Competency Certification – RSU/Cisco/Microsoft ITA (2015).