

Michael Philip

Phone:
+234-706-833-9380

Email:
micphil222@gmail.com

Address:
Lagos, Nigeria

OBJECTIVE

Highly skilled IT professional seeking a challenging role that utilizes my expertise in software development, cybersecurity, data processing, web development to drive business growth and innovation. Dedicated IT Specialist with 6 years plus in network administration looking for dynamic opportunities that leverages my technical skills and passion for problem-solving.

PROFESSIONAL SUMMARY

Results-driven IT Professional with 6 years plus of experience in software development, proficient in languages such as Java, Python, C++, PHP. Proven track record of improving system efficiency and successfully managing projects. Strong understanding of cloud computing and cybersecurity. Excellent Problem-solving skills with a strong commitment to delivering high-quality solutions.

EDUCATION

Higher National Diploma (HND) in Computer Science | 2014-2017
Federal Polytechnic Nekede, Owerri Imo State

National Diploma (ND) in Computer Science | 2011-2013
Federal Polytechnic Bida, Niger State

CERTIFICATIONS AND COURSES

ISO/IEC 27001:2022 – INFORMATION SECURITY MANAGEMENT SYSTEMS (ISMS) FOUNDATION- Standard and Best Practice | 01/2026

- Establish an ISMS
- Implement information security controls
- Maintain and improve the ISMS
- Manage information security risks

Key functions include:

- Risk assessment
- Control implementation
- Monitoring and review
- Continual improvement

PROJECT MANAGEMENT – The Fundamentals and Beyond - DEXA | 06/2023

- Project Planning: Defining project scope, setting goals, and creating a detailed project plan with tasks, timelines and resources.
- Resource Allocation: Assigning tasks and allocating resources, including team members, materials and equipment.
- Risk Management: Identifying, assessing and mitigating risks that could impact project.
- Communication Management: Defining communication guidelines for project teams and stakeholders.
- Quality Management: Ensuring project deliveries meet quality standards.

HSE(Level 1) – Learn to Live Business School | 10/2018

-

- Introduction to occupational Health, Safety and Environment
- Safety Legislations and policies
- Safety Signs and Symbols
- Personal Protective Equipment (PPE)
- Permit to Work (PTW)
- Lock Out Tag Out Work procedures (LOTO)

HSE (Level 2) – Learn to Live Business School | 10/2018

- Risk Assessment and Applications
- Types of Hard and HEMP
- Ergonomics and Safety Management
- Violence at work, Causes, Patterns and Prevention
- Basic First Aid and CPR

HSE (Level 3) – Learn To Live Business School | 10/2018

- Environment Awareness and Industrial Hygiene
- Fire Prevention and Protection
- Accident Causation and Investigation: Theory and Application
- Terrorism Preparedness and Emergency Action Plan
- Journey Management and Defensive Driving

HSE (Level 4) – Learn To Live Business School | 10/2018

- Psychology and Safety: The Human Element in Loss Prevention
- Improving Safety Performance with Behavior- Based Safety
- Terrorism Preparedness

EXPERIENCE

Data Center First Level Support | Jan 2026 - present

MTN Nigeria (Vennote Technologies)

Key Responsibilities

• Incident Management (1st Line Support):

Log, categorize, prioritize, and manage all incoming incidents and service requests via phone, email, chat, or service management tools.

Provide first-call resolution for as many incidents as possible, including basic troubleshooting of desktop hardware, software, network connectivity, and telephony/mobile services.

Escalate complex or unresolved incidents to the appropriate 2nd or 3rd line support teams following defined escalation paths.

• End-User Support & Troubleshooting:

Provide hands-on and remote support for Operating Systems, Microsoft Office/365 Suite, and enterprise-specific applications common in a telco environment.

Assist with user account management (creation, deletion, password resets, access rights) within Active Directory or similar systems.

• Service Request Fulfillment:

Process and fulfill standard service requests according to established procedures.

• Knowledge Management:

Create, update, and maintain Service Desk documentation, including Knowledge Base articles and Standard Operating Procedures (SOPs), to improve first-call resolution rates.

• SLAs and Reporting:

Ensure all incidents and requests are handled within the agreed-upon Service Level Agreements (SLAs). Generate regular reports on Service Desk activity, performance metrics, and common issue trends to aid in problem management.

Service Delivery Supervisor | June 2024 - March 2025

American Towers Company Nigeria

The Service Delivery Supervisor role at American Tower Nigeria involves maintaining operational requirements of mechanical and electrical/air conditioning equipment in the region. Key responsibilities include:

- Equipment Maintenance: Ensuring all equipment is functioning properly and performing routine inspections
- Contractor Management: Liaising with maintenance contractors and verifying invoices
- Operational Efficiency: Identifying and implementing processes to enhance efficiency
- Reporting: Compiling and sending operational and management reports
- Issue Resolution: Addressing network-impacting issues and outages
- Compliance: Ensuring OPEX saving solutions comply with operational objectives
- SLA Management: Monitoring and managing Service Level Agreements with external suppliers

Key Achievements

Support, maintenance and upgrade of AC and DC power system on sites to ensure $\geq 99.995\%$ availability.

Ensure network availability and quality of service and repair while complying with the standard and agreed RPIs.

Field Maintenance Engineer | Oct 2018 - May 2024

Huawei Technologies (Airtel MS Project) South Region

- Take responsibilities and ownership of work orders, trouble ticket and escalation within the assigned area.
- Maintain a comprehensive set of records of all transmission links, BTS sites, power equipment and spares for all sites within designated area.
- React emergency fault and network failure and ensure that they are rectified promptly within contracted service level agreement.
- Diagnose and clear fault and alarms assigned by trouble ticket.
- Ensure that all planned expansion takes place as scheduled, transmission spectrum, transfer upgrade or downgrade, transceiver upgrade or downgrade.
- Implement E1 cross connection equipment in a designated area of the network.
- Compile information and reports on the availability of the transmission network as regards service level agreement.
- Supervision of power, janitorial and mechanical contractors on sites
- Ensure the provision of constant power to the sites in my cluster
- Installation, trouble shooting and synchronizing of generator sets with the hybrid power system to work together at programmed intervals at the sites (constantly keeping the site up on power).
- Routine preventive maintenance (PM) on DC, uninterrupted power supply (Hybrid system) and other utility equipment in the sites.
- Generator and ATS installation, troubleshooting, repair and overhauling.
- Troubleshooting on Huawei and Ericson BTS and radio.
- Periodic trouble shooting and fixing the faults on the Huawei and ZTE rectifier cabinet at the sites.
- Analyze electrical circuits, installations, repairs and testing of electrical equipment's at the sites.
- Ensure that the routine and non-routine works done on the sites meet up with the company standard.

Key Achievements

- Support, maintenance and upgrade of AC and DC power system on MTN BTS, PHD and SDH transmission sites (microwave and optics) to ensure $\geq 99.995\%$ availability.
- Ensure network availability and quality of service and repair while complying with the standard and agreed RPIs.

ICT/Web & Software Engineer | 2013-2017

Eciph Multimedia Services (Remote Nigeria)

- Assessing business needs: Understanding the organization's goals, challenges, and technology requirements.
- Developing solutions: Designing and recommending technology solutions to meet business needs.
- Implementing technology: Installing, configuring, and testing technology solutions.
- Training and support: Providing training and support to end-users.
- Analyzing and optimizing: Analyzing existing technology infrastructure and optimizing it for better performance.

- Staying up-to-date: Keeping current with the latest technology trends and advancements.
- Managing projects: Overseeing technology projects from planning to implementation.
- Communicating with stakeholders: Collaborating with stakeholders to understand their needs and communicate technical information.
- Digital transformation: Helping organizations transition to digital technologies.
- Cybersecurity: Implementing security measures to protect against cyber threats.
- Data analytics: Helping organizations make data-driven decisions.
- Cloud computing: Designing and implementing cloud-based solutions.
- IT infrastructure: Designing and implementing IT infrastructure, such as networks and servers.

Key Achievements

- Develop Web Automated School Platform that enable the entire processes of the seamless from tutors to examinations.
-