

HILARY C. OHAKWE

CONTACT

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PERSONAL SUMMARY

I am a self-driven Cloud Engineer currently specialized in Microsoft Cloud Infrastructure. (IaaS) Deployment and Support with experience in Windows Server Administration.

I am a highly motivated and result oriented individual with a track record of providing services to broad range of IT clients, I have developed maturity and responsibility in engaging all task delegated to me. My employers and co employee will find in me an excellent team player, who listens, shares ideas for the overall progress of a team.

WORK EXPERIENCE

Tek-Experts Global, Lagos

July 2020 — Present

Microsoft Ticket Manager

- Review Microsoft base product ticket, understand its complexity.
- Work with Technical Advisers and Microsoft Escalation engineers.
- Discusses unassigned cases with Technical Advisers, Subject matter experts and Technical leads in order to agree on the appropriate team to own ticket.
- Review cases and share likely resolution in the case to help assigned Engineers.

Tek-Experts Global

May 2019 — Present

Cloud Technical Support Engineer (IaaS -Microsoft Azure)

- Act as a Cloud Specialist (IaaS) currently providing support for cloud Infrastructure and Microsoft technology with virtualization technology.
- Ticket Management: Resolving clients' technical queries over the telephone, email and /or internet chat in the areas of system configurations/setup, product functionality and bugs/enhancements by providing solutions within defined targets; in addition, ensuring that all tickets are followed through to a satisfactory conclusion.
- Help companies migrate their information and services into the cloud and configure high availability for there Azure Cloud Infrastructure.
- Understanding the company processes and, when necessary, contributing towards updating and fine-tuning processes. Adhering to and assimilating company values and beliefs that ensure long term success and longevity.
- SLA Management: Responding to user queries in a timely manner, as per service SLA also ensuring that all tickets are updated in terms of company, POCs, SLAs and other required criteria. Ensuring that all work logs are properly logged as per defined KPI, achieving KPIs and objectives as set out by the Line Manager.
- Knowledge Base: Maintaining and updating the available tools (e.g. FAQs, troubleshooting guides and knowledge base articles, etc.) log actions taken and resolution. In addition: Identifying recurring issues/problems and escalating as necessary, in order to identify workaround and additional feature requirements and/or training requirements.
- Client Incident Management: Communicates new software release patches, system changes and faults, planned or unplanned to affected users, whilst liaising with specialized teams on scope and impact of issues.
- Escalating Infrastructure core queries to R&D whilst ensuring that all pertinent information is gathered and that details are accurately entered to enable prompt resolution.

**Access Bank plc. Nsukka Oba
Road, Enugu**

Feb 2017 — May 2019

IT Technical Support Staff

- Monitor and maintain the computer systems and networks.
- Installing and configuring computer hardware operating systems and applications.
- Diagnosing hardware and software faults.
- Solving technical and application issues.
- Troubleshoot system and network problems.
- Follow diagrams and written instructions to repair faults or set up a system.
- Support the roll-out of new applications.
- Prioritize and manage many open cases at one time.
- Set up new users accounts and profiles and deal with password issues.
- Participates in team meetings to improve services provided.

**Aries Systemcom Tech
Engineering LTD, Lagos.**

Feb 2011 — March 2012

Network Engineer

- Design and implement new solutions and improve resilience of the current environment.
- Designing system configuration and directing system installation.
- Maximize network performance by monitoring performance, troubleshooting network problems and outages, scheduling upgrades and collaborating with network architects on network optimization.
- Undertake data network fault investigations in local area environment.
- Provide remote support to end users/customers during installation.
- Provide remote troubleshooting and fault finding if issues occur upon installation.
- Communicate with customers via email and phone.

QUALIFICATIONS

B.Engr. Electrical and Electronics Engineering
Second Class Honors (Lower division)

OND Computer Science (Upper Credit)

EDUCATION

**Electrical and Electronics
Engineering**

2012 — 2016

ENUGU STATE UNIVERSITY OF SCIENCE AND TECHNOLOGY

Computer Science

2008 — 2010

INSTITUTE OF MANAGEMENT AND TECHNOLOGY, ENUGU

**KEY SKILLS AND
COMPETENCIES**

- Microsoft Azure Cloud (Migration, Azure Site Recovery, Deployments).
- Windows Server Administration Proficiency (Windows Server 2012R2).
- Linux System Administration (Ubuntu).

**PERSONAL
QUALITIES**

- Excellent communication skills - good interpersonal skills.
- Sound problem-solving and decision-making skills.
- Service-oriented and customer-focused.
- Credibility, integrity, reliability and adaptability.
- Good team player, highly-organized and able to thrive under pressure.

INTERESTS

Reading and playing table tennis.

REFERENCES

Excellent references available upon request.