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Profile

Experienced IT professional with 4 years in technical support, infrastructure management, and project leadership across healthcare, education, and banking. Currently serving as Interim IT Manager at Speeds Healthcare, I lead IT operations, oversee critical systems, and manage security and patching processes.

Previously, I spearheaded the deployment of First Bank of Nigeria's physical security infrastructure across 104 branches as a Senior Technical Analyst at STG, achieving 99.9% uptime and reducing maintenance issues by 85%.

Skilled in Microsoft Azure, ServiceNow, Active Directory, O365, Python, and networking. Backed by certifications in CompTIA, Cisco CCNA, and Microsoft MD-101. I'm passionate about delivering secure, scalable solutions that drive business success.

Technical skills

IT Specialist skills: Cloud Technologies and Security, ServiceNow and ITSM Tools, ITIL Service Management, Networking, Windows 10, Server Management, Patching management
Programming languages: Python, SQL, PHP, JavaScript
Database management: MySQL, SQL Server
Other skills: Microsoft Azure, Scrum methodology, Service desk management, Desktop application support, Networking knowledge, Active Directory, Microsoft 365, Office 365 platform.

Education & qualifications

M.Sc. in Information Technology with Business Intelligence (**MERIT)**   Sept 2023

Robert Gordon University, Aberdeen, Scotland

Relevant coursework: IT infrastructure and administration, Python, Data structures, Database management systems, Object-oriented programming, Intranet systems development, Software engineering, Agile methodology and scrum, Software development.

B.Sc. Accounting   Jun 2018
Central University, Accra, Ghana

Professional experience

Interim IT Manager | Speeds Healthcare.   **Jan 2025 to Current**

· Ensure the smooth running of IT services, prioritising critical incidents and maintaining high availability of systems.

· Lead IT projects, ensuring timely delivery and minimal disruption to business operations.

· Oversee IT budgets, control costs, and ensure financial efficiency in technology investments.

· Engaged in project implementations, contributing to the successful delivery of IT initiatives.

· Ensure IT security policies, procedures, and best practices are followed to mitigate risks.

· Monitor infrastructure, applications, and networks to ensure optimal performance.

· Oversee the timely and efficient patching of operating systems, software, and hardware to maintain security, performance, and compliance.

· Develop and implement training programs to enhance the technical skills of the IT team and improve user awareness of systems and security.

Senior IT Engineer | Speeds Healthcare.   April 2024 to Jan 2025

· Prioritising, progressing, and monitoring IT incidents and requests to ensure they are resolved within the agreed timescales.

· Served as the primary technical escalation point for the 2nd line team, ensuring high levels of service delivery and maintenance.

· Held full ownership of incidents, quickly prioritising issues to facilitate efficient resolution.

· Engaged in project implementations, contributing to the successful delivery of IT initiatives.

· Actively oversaw the deployment, planning, and maintenance of software and hardware in collaboration with the IT Manager.

· Proactively maintained Active Directory, Office 365, Group Policy, user accounts, and file security permissions to ensure optimal security and functionality.

· Led IT projects, working closely with the IT Manager to implement effective technical solutions that enhance operational efficiency.

Senior Technical Analyst | STG   Sept 2019 to Sept 2021

· Led the technical design and full-scale deployment of an integrated physical security infrastructure across 104 bank locations—including the Lagos Head Office—covering access control systems, CCTV surveillance, and building automation, resulting in 99.9% system availability, surpassing the 99.5% SLA.

· Directed cross-functional site readiness assessments, coordinated risk profiling, and executed resilient network architecture with Layer 3 VLAN segmentation and AES-256 VPN encryption—eliminating all critical security breaches post-deployment.

· Delivered a centralised command and control dashboard (Babylon) that unified real-time monitoring of access logs, camera feeds, and alarm events; enabled event-driven alerts and SLA-based escalation, which reduced reactive maintenance incidents by 85%.

· Oversaw end-to-end commissioning, from vendor selection and logistics to joint acceptance testing (JAT) and QA across all sites, implementing a 38-point validation checklist and automation scripts for daily system health diagnostics.

· Engineered a future-ready platform with scalable infrastructure and API-integrated dashboards prepared for AI-based surveillance analytics and IoT expansion, securing First Bank's transition to intelligent security operations.

Technical Advisor | STG   Aug 2018 to Sept 2019

· Provide expert advice and guidance on technical matters to support decision-making and problem-solving.

· Contribute to the development and alignment of technical strategies with overall business objectives.

· Advise on the technical feasibility, risks, and planning of projects to ensure successful implementation.

· Communicate technical concepts and recommendations effectively to both technical and non-technical stakeholders.

Strength

· Leadership: I have demonstrated my leadership skills in various situations, including leading a team in STG, where I effectively delegated tasks and responsibilities to team members while ensuring we stayed on track with our goals and objectives

· Communication and people skills: I have effective communication and people skills, both written and verbal. I am also skilled at building relationships with people from diverse backgrounds.

· Initiative and problem solving: I possess good initiative and problem-solving skills, which have been demonstrated throughout my career and education, from resolving technical issues to debugging code.

· Flexibility and adaptability: I am adaptable and flexible, able to adjust my approach as needed. For instance, during a web app project, I was open to changing requirements and quickly adapted to unexpected coding issues by researching solutions and proposing effective fixes.

· Teamwork and team management: As a member of a team working on a web application project, I collaborated with my team members to identify issues and guided them to help us learn and improve.

Certification

· Agile or Scrum Certification
· CompTIA A+
· CompTIA Security + SYO-701
· CompTIA Network
· Microsoft MD-101: Managing Modern Desktops
· Cisco 200- 301: Cisco Certified Network Associate (CCNA)