

# Muoboghare Ebenezer

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## Profile

Dedicated and highly skilled Computer Network Technician with 12 Years of experience in designing, implementing, and maintaining complex network infrastructures. Adept at troubleshooting and resolving a wide range of network issues to ensure seamless connectivity and optimal performance. Proficient in a variety of networking technologies, protocols, and tools, with a strong commitment to delivering reliable and secure network solutions.

## Professional Experience

### Network Technician

Inmassat Global Network Company Ltd | June 2018 – Present

- Led the design and implementation of a new network infrastructure, resulting in a 30% improvement in network speed and reliability.
- Conducted routine network maintenance tasks, including firmware updates, patch installations, and hardware upgrades, ensuring uninterrupted network services.
- Diagnosed and resolved complex network issues, reducing downtime by 20% and improving overall network performance.
- Collaborated with cross-functional teams to implement security policies and protocols, enhancing network security and protecting against cyber threats.
- Configured and managed Cisco and Juniper routers and switches, optimizing routing protocols and VLAN configurations.
- Maintained accurate and up-to-date network documentation, including network diagrams, configurations, and troubleshooting procedures.
- Trained junior technicians in network troubleshooting techniques and best practices, improving the team's overall efficiency.
- Assisted in the evaluation and procurement of new networking equipment, ensuring compatibility with existing infrastructure and cost-effectiveness.

### IT Officer/ Network Technician

Nigerian Institution of Surveyors | June 2008 – June 2020

- Provided first-level support to end-users, resolving network connectivity issues and ensuring a seamless user experience.
- Collaborated with the IT helpdesk to troubleshoot and escalate network-related problems as needed, reducing resolution times by 15%.
- Assisted in the installation and configuration of network hardware and software, including routers, switches, firewalls, and VPNs.
- Conducted regular network performance monitoring and analysis, identifying and addressing bottlenecks and inefficiencies.
- Assisted in the development and implementation of disaster recovery and business continuity plans, ensuring network resilience and data protection.
- Participated in on-call rotation to provide 24/7 network support and respond to emergencies promptly.
- Managed user accounts and permissions, ensuring proper access control and data security.
- Conducted end-user training sessions on network usage and best practices, improving user awareness and reducing common network issues.

## **Projects**

### **Network Infrastructure Upgrade**

**Project Description:** Led a team to upgrade the company's outdated network infrastructure to support increased bandwidth and improve reliability.

**Responsibilities:** Designed the new network architecture, procured necessary equipment, and oversaw the installation process.

**Achievements:** Increased network speed by 50%, reduced downtime by 25%, and improved overall network reliability.

### **Cybersecurity Enhancement**

**Project Description:** Implemented advanced security measures to protect the organization from cyber threats and ensure compliance with industry regulations.

**Responsibilities:** Conducted vulnerability assessments, configured firewalls, implemented intrusion detection systems (IDS), and enforced access control policies.

**Achievements:** Reduced security incidents by 40%, passed compliance audits with flying colors, and received recognition for improving the company's security posture.

### **Remote Access Solution**

**Project Description:** Designed and deployed a remote access solution to facilitate secure remote work during the COVID-19 pandemic.

**Responsibilities:** Configured VPN (Virtual Private Network) solutions, ensured secure authentication, and provided user training and support.

**Achievements:** Enabled seamless remote work for 95% of employees, ensuring business continuity during challenging times.

### **Network Documentation Overhaul**

**Project Description:** Overhauled network documentation, including network diagrams, configurations, and standard operating procedures (SOPs).

**Responsibilities:** Collaborated with cross-functional teams to gather information, organized and updated documentation, and implemented version control.

**Achievements:** Improved network troubleshooting efficiency by 30% and ensured up-to-date, accurate records for future reference.

### **VoIP Implementation**

**Project Description:** Implemented a Voice over IP (VoIP) system to replace the traditional phone system, reducing communication costs and improving functionality.

**Responsibilities:** Designed the VoIP infrastructure, integrated it with existing networks, and provided user training.

**Achievements:** Reduced monthly telecommunication expenses by 40%, improved call quality, and enabled advanced features like video conferencing.

### **Network Monitoring and Optimization**

**Project Description:** Implemented a network monitoring solution to proactively identify and address network performance issues.

**Responsibilities:** Selected and configured network monitoring tools, set up alerts, and conducted regular performance analysis.

**Achievements:** Reduced downtime by 20% through proactive issue resolution and optimized network resources for efficiency.

**Education**

Bachelor of Science in Computer science 2020 (in-view)

University of the People, California

Diploma Electronic and Computer Engineering 2005

Lagos State University