

Samson Ige

ayodejige01@gmail.com || Phone: 1-289-686-2681 || St. Catharine's, ON L3C 0H8

LinkedIn: [[LinkedIn Profile](#)]

GitHub: [[GitHub Profile](#)]

PROFESSIONAL SUMMARY

Experienced IT Specialist with over 7 years of expertise in technical support, IT service management, and cloud environments. Demonstrates deep proficiency in ITIL frameworks, system administration, and the full Software Development Life Cycle (SDLC). Proven ability to manage, optimize, and support IT infrastructure across on-premise and cloud platforms. Adept at troubleshooting complex issues, delivering exceptional end-user support, and driving continuous improvement in service delivery. Seeking to leverage advanced technical skills, cloud computing knowledge, and ITIL expertise in a high-impact IT support role.

SKILLS

- **Technical Support:** Advanced skills in diagnosing, troubleshooting, and resolving issues in Windows, macOS, and Linux systems.
- **ITIL Service Management:** Expertise in ITIL best practices including Incident, Problem, Change, and Service Level Management.
- **System Administration:** Proficient in server management, network configuration, and system performance optimization.
- **Cloud Computing:** Hands-on experience with AWS, Azure, and Google Cloud Platform; adept at cloud deployment, monitoring, and maintenance.
- **SDLC Management:** Comprehensive knowledge of the Software Development Life Cycle and Agile/Scrum methodologies.
- **DevOps & Automation:** Skilled in CI/CD tools such as Jenkins, Ansible, and Docker for automated deployments and system updates.
- **Security & Compliance:** Experienced in firewall management, identity access management (IAM), and security compliance.
- **Scripting & Programming:** Proficient in HTML, CSS, JavaScript, Node.js, and API integration for task automation and application enhancement.
- **CRM & ERP Support:** Extensive experience supporting CRM and ERP systems, ensuring peak performance and user satisfaction.
- **Version Control:** Proficient with Git, GitHub, and GitLab for source code management and collaborative development.
- **Monitoring & Reporting:** Experienced with tools like Nagios, SolarWinds, and CloudWatch for real-time system performance monitoring and reporting.

- **Database Management:** Skilled in SQL and NoSQL databases for effective data management and query optimization.
- **Containerization:** Knowledgeable in Docker and Kubernetes for container management and orchestration.
- **Recent Skills:** Familiar with Terraform for infrastructure as code (IaC) and advanced troubleshooting in cloud-native environments.

CERTIFICATIONS

- PMP
- Microsoft Certified: Azure Administrator Associate
- Certified ScrumMaster® (CSM)
- CISM
- CISA

WORK EXPERIENCE

Senior Technical Support Specialist

Stefanini IT Solutions, Niagara Falls, ON

10/2023 – Current

- **Task:** Address complex issues across software, hardware, and cloud services.
- **What Was Done:** Provided expert-level support, implemented ITIL best practices in Incident Management, and managed cloud infrastructure (AWS, Azure).
- **Achievements:** Reduced incident resolution time by 30%, improved system uptime by 20%, and increased user satisfaction scores by 15%.

Onsite Support Engineer

Stefanini IT Solutions, Niagara Falls, ON

07/2021 - 09/2023

- **Task:** Enhance service delivery and maintain both on-premises and cloud environments.
- **What Was Done:** Implemented ITIL-aligned processes for Incident, Problem, and Change Management, and led network security configurations.
- **Achievements:** Decreased system downtime by 25%, optimized CRM/ERP performance, and improved service efficiency by 20%.

Tier 3 Technical Support Specialist

Concentrix Technologies, Hamilton, ON

03/2018 - 07/2021

- **Task:** Deliver advanced technical support and manage SDLC processes for internal projects.
- **What Was Done:** Supported cloud infrastructure, managed system upgrades, and facilitated training for support teams.

- **Achievements:** Increased project delivery speed by 15%, enhanced system security, and improved technical team competency by 30%.

Technology Project Analyst

MTN Nigeria, Lagos, Nigeria

June 2016 – Jan 2019

- **Task:** Oversee telecommunication and IT infrastructure projects, including network upgrades.
- **What Was Done:** Coordinated project teams implemented ITIL processes for Change Management, and optimized network performance.
- **Achievements:** Improved network reliability by 20%, reduced project rollout risks by 25%, and ensured minimal downtime.

EDUCATION

- **Software Engineering**
Canadian Business College, 2024
- **Master's Degree in psychology**
University of Ibadan, 2017
- **Bachelor's Degree in psychology**
University of Ibadan, 2014

References

Available upon request