

GIDEON OFUMADUADIKE

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PROFESSIONAL SUMMARY

Motivated Cloud Support Professional with 3+ years in technical support and cloud services, eager to contribute to and group in dynamic team. Adept at problem-solving and process optimization with expanding expertise in Linux, Python, OpenStack, Kubernetes, and IaC for open-source cloud solutions.

SKILLS

CLOUD: M365, Azure (IaaS, Security); **Learning:** AWS, GCP

SCRIPTING: PowerShell; **Developing:** Python (Automation, API)

OS/ADMIN: Windows Server (AD, PowerShell); **Developing:** Linux (Ubuntu, CLI, Networking)

NETWORKING: Protocols (TCP/IP, DNS), Infrastructure, Troubleshooting

SECURITY: Defender, Azure IP, Threat Detection, Compliance | **IaC:** Terraform (Learning)

SOFT SKILL: Problem-Solving, Process Optimization, Customer Support, Team Collaboration.

WORK EXPERIENCE

DAHORMES TECH LTD, NIGERIA

CLOUD SUPPORT ENGINEER

APR 2024–PRESENT

DaHormes Tech Ltd provides IT and Cloud services to startups and business, helping them smoothly transition to cloud platform and overall IT infrastructure management and support.

- Provided first-level cloud support, resolving technical inquiries swiftly and ensuring service reliability for clients, reducing downtime.
- Collaborated with cross-functional teams to troubleshoot complex cloud issues using M365 tools and networking protocols.
- Developed best practices for cloud service management and trained teams on security protocols.
- Monitored and resolved cloud security issues using Microsoft Defender and Azure tools, conducting risk assessments and audits to improve compliance by 25%.

TEKKNOWLEDGE, LAGOS

M365 TECHNICAL SUPPORT ENGINEER

SEP 2022 – APR 2024

Teknowledge delivers Tech Services in Cloud, Customer Support and Cybersecurity, empowering business with scalable solutions.

- Resolved over 800 cases involving cloud based M365 tools (Exchange Online, Identity, Azure), consistently surpassing QA metrics.
- Leveraged PowerShell to automate routine tasks, cutting resolution time by 20% and demonstrating strong scripting aptitude.
- Investigated and mitigated threats using Microsoft Defender and Exchange Message Trace.
- Educated users on security best practices, contributing to a 30% reduction in vulnerabilities.

DEEP DELTA ENERGY SERVICES, PORT HARCOURT

IT ENGINEER

NOV 2021 – SEP 2022

- Managed hardware/software setup and network infrastructure, ensuring 99% uptime for critical systems.
- Maintained cloud-integrated systems and networks, ensuring seamless connectivity for 50+ users.
- Managed network security and system hardening, ensuring data integrity.

PERSONAL PROJECTS

LINUX SERVER DEPLOYMENT/AUTOMATION

- Set up and configured an Ubuntu Server VM, leveraging core Linux command-line.
- Developed Python scripts to automate routine system administration tasks.
- Utilized ssh for remote management and git for script version control.

HYBRID CLOUD INFRASTRUCTURE DEPLOYMENT (AZURE/MICROSOFT 365)

- Hybrid Cloud Infrastructure Deployment (Azure/Microsoft 365)
- Implemented a comprehensive hybrid cloud solution, integrating on-premises infrastructure with Azure and Microsoft 365.
- Configured Azure AD Connect for seamless identity and SSO.
- Integrated Microsoft 365 services for collaboration and implemented robust Azure security.
- Automated deployments and management using Azure PowerShell/CLI.