

EGBO IKECHUKWU BARTHOLOMEW

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PROFESSIONAL SUMMARY

Network Operations and IT Support Professional with progressive experience across IT support, field network operations, and technical service delivery. Hands-on exposure to ISP environments, enterprise IT systems, and field troubleshooting. Adept at incident resolution, technical reporting, system monitoring, and collaboration with cross-functional teams to maintain service quality and network availability.

CORE SKILLS

- Network & IT Operations Support
- Field Network Installation & Support
- Preventive & Corrective Maintenance Support
- Network Fault Troubleshooting & Escalation
- KPI & Service Quality Awareness
- Incident Reporting & Documentation
- Hardware, Software & OS Support
- Team Coordination & Communication

PROFESSIONAL EXPERIENCE

IT Officer – First City Monument Bank (FCMB), Port Harcourt, Rivers State,

January 2024 – Present

- Deliver day-to-day IT and systems support to ensure uninterrupted banking operations.
- Install, configure, and maintain desktops, laptops, printers, and enterprise applications.
- Monitor system health, respond to incidents, and resolve service-impacting issues within agreed timelines.
- Provide on-site and remote user support, ensuring timely resolution of hardware, software, and network issues.
- Support user account management, password resets, access control, and basic security compliance.
- Assist in rollout of new systems, updates, and application upgrades.
- Document incidents, resolutions, and technical activities for audit and continuous improvement.

Field Support Engineer – Tizeti Network Limited, Abia State

July 2023 – January 2024

- Supported field network operations for ISP customers, including installations and fault resolution.
- Assisted in installation and configuration of routers and internet radio equipment.
- Performed connectivity tests to validate service quality and network stability.
- Responded to customer-reported faults and provided first-level technical support.
- Assisted preventive maintenance activities on customer and access network equipment.
- Escalated complex faults and prepared network status and incident reports for team leads.

IT Support Officer – Emmachris World Computers, Anambra State

January 2021 – May 2023

- Provided comprehensive IT support services to individuals and small business clients.
- Installed, configured, upgraded, and maintained computer hardware, operating systems, and applications.
- Diagnosed and resolved software, hardware, and basic network connectivity issues.
- Performed routine system updates, driver installations, and security patching.
- Advised users on system usage, basic networking, and cybersecurity best practices.

Computer Operator – Hego Computers, Oko, Anambra State

July 2018 – December 2019

- Assisted customers with computer operations, internet access, and application usage.
- Managed daily system usage logs and customer records.
- Supported students and clients with research, assignments, and document preparation.

Electronics Technician – Albertina Nigeria Limited, Enugu State

January 2016 – May 2018

- Investigated and diagnosed electronic equipment faults.
- Repaired, calibrated, and maintained electronic systems and components.
- Implemented routine maintenance to extend equipment lifespan and ensure reliability.

EDUCATION

Higher National Diploma (HND), Computer Engineering – Federal Polytechnic Oko (2020 – 2022)

National Diploma (ND), Computer Engineering – Federal Polytechnic Oko (2017 – 2019)

CERTIFICATIONS

CCNA – Introduction to Networks
Cisco Network Support & Security
Cisco Network Technician
Networking Devices & Initial Configuration

LANGUAGES

English
Igbo

AWARDS

Learner Achievement Award – Learn-A-Thon 2025 (CISCO)