

OSUJI ANAYO PASCHAL

Senior IT Support Engineer | Systems & Network Administrator | Cisco Academy Instructor

Contact available on request | — | — | Nsukka, Enugu, Nigeria

PROFESSIONAL SUMMARY

IT professional with 15 years of hands-on experience across networking, systems administration, and infrastructure support. Started as a field engineer troubleshooting live network sites for Huawei, moved into institutional IT at the University of Nigeria Nsukka where he now supports over 5,000 staff and students as Principal System Analyst. Holds CCNP and CCNA certifications and teaches both as a Cisco Networking Academy Instructor. Known for building practical solutions with available resources — from deploying a WSUS server that cut bandwidth usage by 30%, to implementing network monitoring that reduced downtime from 4 hours to 45 minutes. Comfortable working remotely, communicating across technical and non-technical stakeholders, and keeping systems running quietly so the people depending on them never have to think about it.

TECHNICAL SKILLS

- Networking:** Cisco IOS, CCNP/CCNA routing and switching, VPN setup, VLAN configuration, trunk ports, network monitoring (PRTG)
- Cybersecurity:** Firewall configuration, intrusion detection, network security protocols, antivirus deployment, Wireshark, Nessus, Kali Linux
- Systems Administration:** Windows Server 2003/2008/2012/2019, Active Directory, file servers, print servers, WSUS deployment, Linux
- Support & Ticketing:** Zendesk, Google Forms/Sheets ticketing, end-user support, IT documentation, staff training
- Web & Tools:** WordPress administration, subdomain management, cPanel, email systems, Metasploit, Cisco Packet Tracer
- Frontend:** HTML, CSS (GenesysTechHub, 2024)

WORK EXPERIENCE

- Principal System Analyst**
University of Nigeria, Nsukka (UNN) | Nsukka, Enugu

2015 – Present
- Provide IT infrastructure support for 5,000+ staff and students across the university, covering system administration, network management, and end-user support.
 - Deployed a WSUS server to manage Windows updates locally, reducing peak-hour internet bandwidth usage by 30% and cutting monthly slow-network complaints from 15 to 3.
 - Implemented PRTG network monitoring across core switches, routers, and the server room, bringing average network downtime from 4 hours down to 45 minutes and reducing internet-down complaints by 60% within two months.

- Resolved a critical network outage caused by a failed core distribution switch serving 200+ staff — identified the fault, migrated connections to a backup switch, reconfigured VLANs and trunk ports from saved backups, and restored full connectivity within the same working day.
- Manage Windows Server 2019 file and print servers, Active Directory user groups, email systems, subdomain creation, and website administration on WordPress.
- Train ICT representatives across all university departments on subdomain administration, system use, and security best practices.
- Handle IT ticketing through Zendesk and a custom Google Forms/Sheets tracker — logging, prioritizing, resolving, and closing tickets with satisfaction follow-up.

Cisco Networking Academy Instructor

2019 – Present

University of Nigeria, Nsukka (UNN Chapter)

- Train undergraduates, postgraduates, and university staff on IT Essentials and CCNA — covering network fundamentals, security protocols, intrusion detection, firewall configuration, and risk assessment.
- Taught 1,000+ students across multiple cohorts, translating complex network concepts into practical, hands-on learning.
- Support incident response coordination during suspected network security events, minimizing downtime and data exposure.

Front Office Engineer

2013 – 2015

Huawei Technologies Limited | Nigeria

- Monitored and maintained live mobile network sites across assigned regions, ensuring consistent uptime and service reliability.
- Troubleshoot network site faults and coordinated server updates and preventive maintenance with minimal service disruption.
- Performed threat detection and escalated network anomalies through proper incident channels.

IT Support Technician

2010 – 2013

Lekki Concession Company | Lagos, Nigeria

- Provided on-site IT support for toll lane operations — troubleshooting computers, printers, and lane management systems to maintain operational continuity.

Telesales & Customer Support Representative

2010 – 2011

Zain Nigeria (via Customer Contact Solutions Nigeria Limited)

- Managed inbound and outbound customer interactions, resolved queries on the Zain Step-up package, and conducted customer satisfaction surveys.

EDUCATION & CERTIFICATIONS

Bachelor of Science, Computer Science | *Ebonyi State University*

2006

Cisco Certified Network Professional (CCNP) — Switch | *Cisco Learning Network*

2014

Cisco Certified Network Associate (CCNA) | *Cisco Learning Network*

2011

Microsoft Certified Systems Administrator (MCSA) <i>Microsoft</i>	2009
Microsoft Certified Professional (MCP) <i>Microsoft</i>	2009
N.I.I.T Certified Network Engineer — Server 2003 <i>N.I.I.T</i>	2009
Foundations of Cybersecurity <i>Coursera (Google)</i>	2023
Cyber Attack Countermeasures <i>Coursera (New York University)</i>	2020
Introduction to Cyber Attacks <i>Coursera (New York University)</i>	2020
Frontend Development <i>GenesysTechHub</i>	2024

References available on request