

CHIKE OGUH

IT Support Engineer · Mac · Linux · Networking · Google Workspace · MDM

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PROFESSIONAL SUMMARY

IT Support Engineer with 6+ years of experience delivering reliable, user-first technical support across Mac, Linux, and Windows environments. Hands-on background in hardware provisioning and lifecycle management, MDM administration, Google Workspace, network troubleshooting, AV/conferencing, and Bash scripting. Comfortable working independently or as part of a distributed global team. Known for proactive problem-solving, clear communication at all levels including executive stakeholders, and a continuous improvement mindset.

TECHNICAL SKILLS & COMPETENCIES

Operating Systems: macOS — setup, configuration, support; Linux (Ubuntu/Debian) — CLI, SSH, SFTP; Windows — imaging, deployment, administration

Hardware & Asset Management: Laptop/desktop provisioning (Mac & Linux), hardware lifecycle, inventory control, deprovisioning, procurement support

Mobile Device Management: Intune, Autopilot, MDM — device enrolment, configuration profiles, policy management, remote wipe; JAMF Pro familiarity

Networking: TCP/IP, DNS, DHCP, VLANs, VPNs, Wi-Fi troubleshooting, LAN/WAN, router & firewall configuration

Google Workspace: Admin Console, Gmail, Drive, Docs, Meet, Calendar — user provisioning, group management, device policy, end-user support

AV & Conferencing: Google Meet hardware setup & troubleshooting, Microsoft Teams, meeting room AV maintenance, event support

Scripting & Automation: Bash/Shell — automating deployment workflows, system maintenance, and tooling improvements

System Administration: Active Directory, Group Policies, Intune, Autopilot, Office 365 Admin, Software Center

ITSM & Documentation: ServiceNow (Incident, Request, Knowledge, Problem), Jira, SOP authoring, KB articles, runbooks

PROFESSIONAL EXPERIENCE

IT & Network Support Engineer (Freelance)

May 2025 – Present

Tech Domain Pty Ltd — NSW, Australia (Remote/Onsite)

- Delivered in-person and remote IT support for end users across Mac, Linux, and Windows — covering hardware, software, networking, and cloud platforms.
- Provisioned and deployed laptops and desktops for new starters; managed hardware stock, lifecycle tracking, and deprovisioning.
- Diagnosed and resolved network, DNS, VPN, and cloud connectivity issues end-to-end; configured routers, VPNs, and wireless access points.
- Wrote Bash scripts to automate deployment and maintenance tasks; maintained meeting room AV equipment and supported conferencing setups.
- Documented all incidents and resolutions in Service Desk systems, building a reusable knowledge base to improve team efficiency.

Customer Support Advisor

2025

Concentrix Portugal — Onsite

- Delivered on-site IT and software support in a high-volume environment via email, chat, and ticketing systems.
- Managed OS imaging, device deployment, and account configuration; assisted with hardware onboarding for new starters.
- Identified recurring failure patterns and translated findings into updated SOPs and knowledge base articles, improving first-call resolution.
- Tracked CSAT, FRT, and ticket metrics to drive continuous service improvement; onboarded and coached new team members.

IT Support Technician & Webmaster

Feb 2023 – 2025

My Afromania Inc — Ottawa, Canada (Remote)

- Provided first and second-line IT support across Linux, macOS, and Windows — managing escalated incidents across hardware, software, and connectivity.
- Administered Google Workspace — user accounts, groups, Drive permissions, Meet configurations, and Calendar policies via the Admin Console.

- Used Jira to manage ticket queues; performed device provisioning and deprovisioning as part of onboarding/offboarding workflows.
- Used Bash and SSH for server-side maintenance and deployments; authored technical SOPs and runbooks to reduce repeat incidents.

Head of IT Support

Aug 2021 – Jun 2024

Raeda Express — Lagos, Nigeria

- Led IT support operations — responsible for all hardware provisioning, network infrastructure, and end-user support across the organisation.
- Managed full hardware lifecycle: procurement, configuration, deployment, inventory tracking, and deprovisioning of laptops, desktops, and peripherals.
- Provided executive-level IT support; coordinated critical incident response with root cause analysis and lasting fixes.
- Configured and monitored firewalls, VPNs, and LAN/WAN infrastructure; delivered technical training to IT staff and end users.

IT Field Support Technician

Jan 2019 – Nov 2019

ZDX Energy — Lagos, Nigeria

- Installed and configured desktops, laptops, printers, and networking hardware across corporate sites.
- Resolved end-user hardware, software, and connectivity issues face-to-face; supported remote workers via VPN and remote access tools.

EDUCATION

MSc — Informatics Engineering | University of Minho, Braga, Portugal | 2025

BSc — Computer Science | Imo State University, Owerri, Nigeria | 2018

CERTIFICATIONS

- Google IT Support Professional Certificate
- Microsoft Certified Desktop Support Technician (MCDST)
- Cybersecurity — ALX Africa
- Network & System Administration — FlamyTech
- ITIL 4 Foundation (in progress)
- CompTIA A+ (in progress)

ADDITIONAL INFO

- Proactive — identifies and resolves potential issues before they become incidents; documents fixes for long-term benefit
- Strong communicator at all levels: equally effective with first-day employees and senior executives
- Available for on-site, hybrid, or remote roles; immediately available