

Ebube Nnaemeka

IT Support Specialist | Help Desk Technician | Desktop Support | Network Support

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SUMMARY

CompTIA Security+ certified IT support candidate with a strong customer service background. Built 12 hands-on labs covering a GLPI service desk, Active Directory, Microsoft 365, Windows troubleshooting, Cisco networking and Splunk. Ready to troubleshoot, document and support users at the help desk.

CERTIFICATIONS

CompTIA Security+ ce CompTIA Verify on Credly	Oct 2026
Cisco Certified Network Associate (CCNA) Cisco	Expected Nov 2026
ITIL 4 Foundation PeopleCert	Expected Dec 2026

TECHNICAL SKILLS

Technical Support: Windows 10/11 troubleshooting, password resets and unlocks, permissions, mapped drives, printers, ticketing (GLPI), SLAs, escalation, knowledge base

Directory and Cloud: Active Directory, Group Policy, Windows Server 2022, Microsoft 365, Entra ID, Exchange Online, Graph PowerShell, MFA

Networking: TCP/IP, subnetting, DNS, DHCP, VLANs, 802.1Q trunking, inter-VLAN routing, NAT, ACLs, Cisco IOS, Wireshark, Nmap

Security: least privilege, phishing response, BitLocker, endpoint hardening, MFA, incident documentation

Tools and Scripting: PowerShell, Bash, Docker, Git and GitHub, Zabbix, Splunk, Linux (Ubuntu)

Customer Service: de-escalation, active listening, clear explanations, prioritizing urgent requests, patience with frustrated users

HANDS-ON IT EXPERIENCE

IT Support and Systems Homelab | *Independent hands-on lab, github.com/EbubeNnaemeka* Sep 2026 – Present

- Built a GLPI help desk in Docker and loaded 25 realistic tickets (lockouts, new hires, printers, VPN, phishing) across 9 categories through its REST API, with SLA targets for 4 priority levels.
- Wrote 6 help desk runbooks and 5 PowerShell tools for the most common tickets: slow PCs, no internet, full disks, stuck print queues and failed Windows Updates.
- Scripted a Windows Server 2022 domain with 2 domain controllers, DNS, DHCP and 5 department OUs, and generated 500 user accounts for bulk creation from CSV.
- Designed 4 Group Policies for password and lockout rules, department drive mappings and software restrictions.
- Automated Microsoft 365 onboarding and offboarding with 4 Graph PowerShell scripts: licenses, groups, MFA reporting, shared-mailbox handover, sign-in block and session revoke.
- Designed a 4-VLAN Cisco office network (trunking, inter-VLAN routing, DHCP, NAT, guest-isolation ACL, port security) with 12 break-and-fix scenarios such as wrong VLAN, DHCP failure and DNS errors.
- Ran a Zabbix outage test: the alert fired in 195 seconds and cleared 113 seconds after the service recovered.
- Tested Splunk detections against 37,364 real Windows attack events and rewrote a rule that missed renamed tools (0 to 8 detections on 4 hosts).
- Wrote 3 Active Directory audit scripts with 10 automated tests that caught and fixed 2 bugs before use.

EDUCATION

Diploma, Accounting | Seneca Polytechnic, Toronto, ON Jun 2026