# LUKMON LASISI

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# Experienced application support engineer skilled in technologies such as Linux/Unix OS for system administration and maintenance, Oracle database, MySQL server, SQL programming, and certified in AWS Cloud Practitioner while also having a great appetite for learning new skills.

**EXPERIENCE**

Huawei Technologies Co., Ltd.

**Infrastructure Support Engineer [MTN Managed Service Project]** [May 2019] – [May 2022]

* Applied patches and hotfix for a version update and upgrade on Linux system application and also introduced new functionalities and features to clients for application robustness and business relevance.
* Configured changes on the application Business Management Point (BMP) node to adjust third-party vendor SOAP and MML operator policies using Linux vim edit commands to prevent delay in business activities.
* Resolved various SOAP web service issues by analyzing logs, reviewing XML requests and responses as well as carried out tests with the use of SOAPUI to ascertain correctness of API connections to third party vendors.
* Created SQL scripts, and procedures for routine service checks, performance checks and reporting to proactively detect anomalies on the application for system efficiency maximization.
* Achieved 100% success rate on system redundancy simulation that was conducted annually in order to check the anti-risk capability of the application two-node cluster system, while reassuring clients of system’s high availability.
* Implemented system rectifications provided by R&D after analyzing system health information collected, to resolve major and minor incidents detected, while eliminating the security vulnerability of the system.

**Team lead Service Management [MTN Managed Service Project] [**October 2018] – [April 2019]

* Led a team of 6 members for all incidents and tasks on clients issue management platform for timely response and resolution within agreed SLAs.
* Tested charging API connections; Ericsson Intelligence Network (IN) and AIR servers, and third-party application interfaces for failures to internal nodes.
* Disseminated information as regard client’s evaluation of the platforms performance to motivate team members for their optimal discharge of duties.

**mBlog Service Engineer [MTN Revenue Share Project] [**March 2015] – [September 2018]

* Carried out daily, weekly, monthly and quarterly routine checks and maintenance on the Linux applications servers Huawei storage, network connectivity for system’s high availability.
* Coordinated promotional campaigns through channels such as SMS, end of calls, out-bound calls, over the air (OTA) that resulted in an increase in mBlog subscribers by 30% and generated more revenue.
* Updated and upgraded mBlog application software, adding new features and rectifying major issues to make the system more robust.
* Documented work processes and changes carried out on the application for future reference and records.

**IT Support Analyst [Internship] [**February 2009] – [July 2009]

First City Monument Bank Ltd

* Utilized the MainAst web platform tool to execute bi-annual universal system health check and site audit on the application, in order to proactively detect anomalies and maximize system efficiency.
* Managed all Authentication, Authorization and Accounting (AAA) application nodes (BMP/RBI/SEE/FEP/GMDB/NMS/DB) and ensured 100% service uptime in accordance with agreed SLA.
* Monitored system life cycles, ensured both specifications and functionality support business objectives and architecture decisions.

**EDUCATION**

* **Bachelor of Engineering in Electrical and Electronics Engineering**

University of Ilorin

**CERTIFICATION AND TRAINING**

* **AWS Certified Cloud Practitioner (AWS CLF)**

 Amazon web services

 No. 19MF33QBPNB1QYKM

* **Cyber Security Certificate for Service Work**

Huawei Ilearning

* **Preposition Competence Certification for Maintenance Service**

Huawei Ilearning

* **Certificate Course in Computer Engineering**

CT Computer & Management Institute

* **Proficiency Certificate in Management**

Nigerian Institute of Management (Chartered)

**TECHNICAL SKILLS [OTHERS]**

* HTML5 and CSS3 for static web page designs and development, Web Services (SOAPUI) for API testing, Wireshark for network protocol analysis, VAS Architecture Maintenance, Middleware solutions, and Customer obsession and complaint resolution.