

INECK HOUEMAGNON



Born on August 16, 1990

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071 BP 485 Cotonou BENIN

Drive License B

SYSTEM ADMINISTRATOR

SKILLS

System

- Administration, replication and maintenance of Windows Server system 2008/2012/2016;
- Set up server roles and deploy Windows Server 2008/2012/2016 and 2019;
- Set up and maintain Active Directory;
- Create user and group accounts, control rights and permissions;
- Set up TCP/IP network management, as well as DHCP customers and servers and DNS;
- Prepare an emergency recovery plan, backup and restore servers;
- Installation, configuration, et administration de Microsoft Exchange Server 2010/2013 ;
- Installation et configuration de **Office365** / Microsoft SharePoint 2010/2013 & Skype for Business
- Installation and configuration of Microsoft office 2007/2010/2013/2016 & 2019;
- Management of virtual machines with the Hyper-V module and VMWARE;
- DFS, FSRM, DHCP HA,
- System Center Configuration Manager (SCCM).

Certifications

**Microsoft Certified Professional N° H019-4674
70-411** (training ongoing)

network

Cabling, LAN & DATA CENTER management, basic CISCO equipment configuration, wireless router set up & PABX

Computer maintenance and troubleshooting

Installing, maintaining and solving technical incidents on computer hardware (server, laptops, printer);

- Advising and assisting the user technically by integrating data related to his or her business environment;
- Maintain, administer, and manage the evolution of a computer system

PROFESSIONAL EXPERIENCES (7YEARS)

May 2019-
Now

IT Infrastructure System and PABX Specialist at MTN Benin

- Install, set up, deploy, migrate IT infrastructure for projects;
- Keep systems (applications and machines) in operational conditions;
- Creating virtualized servers with VMware ESXi, Hyper-V;
- Studying and implementing operating and administrative tools
- Maintenance of Windows PCs, Windows Server, in-stall applications on customer posts and **Office365 and Skype for Business**;
- Creating (GPO) group strategies management;
- Microsoft Exchange Server **2010** administration and troubleshooting;
- Documenting the solutions implemented,
- Management of the PABX (creation and installation of IP phones, maintenance and monitoring of the call center (111))

October
2017-April
2019

Datacenter Specialist at MTN Benin

Skills acquired:

- 1- Managing a Datacenter
- 2- Oversight of a project to build DATACENTER DE MTN Benin
- 3- Managing project plans
- 4- Developing procedures for the proper functioning of Datacenters

Executed stans

- Manage the installation of new projects, the maintenance of equipment and the

organization of the Datacenter.

- Prepare development and installation plans in the Datacenter based on current and future needs.
- Supervise all activities related to the analysis and implementation of all Datacenter plans.
- Identify and manage incidents as quickly as possible in the Datacenter.
- Search for and deliver advanced technologies for the more efficient Datacenter
- Develop strategies to manage datacenter's capacity
- Ensure customer satisfaction and provide an optimal level of customer service
- Ensure that you have more knowledge of the procedures and ensure that they are updated

May to
October 2017

**Specialist Procurement at MTN Benin in the department SUPPLY CHAIN MANAGEMENT (Professional internship)
CONTRATS GESTION DEPARTEMENT**

Skills acquired:

- Excellent knowledge of purchasing methods and procedures
- Excellent knowledge of contracting methods and procedures
- Excellent skills for working in a fast, multi-tasking environment

Executed stais

- Manage all MTN BENIN contracts - from the contract application (by the requesting service) to its signing by the supplier while having the contract registered by benin Tax Management
- Meet deadlines to respond to requests from (internal) customers and suppliers
- Ensure contracts are delivered on time
- Produce the various internal and group reports on time
- Close collaboration with MTN BENIN's legal department

DEPARTEMENT ASUPPLY

Executed stais

- Provide special support to the project manager to help meet performance expectations
- Coordinating with the various departments for purchasing activities
- Determine whether suppliers are meeting their contractual obligations.
- Analyze, create and manage RFQ/RFP requests
- Develop new sources of supply and recommend various cost-cutting proposals

December
2014 -
November
2016

Support Technician at STTB SA.

- Ensure the handling of incidents or anomalies
- Computer park management
- Provide technical support level (1, 2, 3) to users
- Installing workstations for new employees following the procedure
- User management through active directory on Windows server2012 R2
- Processing or triggering the corresponding support actions
- Records reported incidents or malfunctions,
- Emet requests for substantive preventive action
- Exploits the incident base: raises, consolidation, trend analysis

June 2014 -
December
2014

System Administrator at computer engineering firm PROPASSUR

- Implement or monitor the implementation of equipment, network, interconnection of all the company's IT assets
- Maintain the network and IT fleet to ensure and improve their performance, reliability and security
- Train and assist users
- Provide technical support to users, on workstations and applications
- Wiring the phone and rJ45 network sockets
- Receiving new equipment
- Reinstalling workstations
- Computer maintenance for local businesses
- Managing incidents
- Respect ALS as agreed with companies

September
2013 - May
2014

**International Centre for Professional Studies (ICPS Ghana): certificate in English;
Grade Very Good**

January
2011- May
2012

IT IS Manager assistant.

- Keeping interconnections between agencies running smoothly
- Provide technical support to users
- Ensuring the implementation of infrastructure and network policy
- Windows server network administration 2008
- Ensure the handling of incidents or anomalies
- Backing up company data
- Setting up network-connected devices
- Curative and preventative maintenance of the workstation

TRAINING

2011

Bachelor in computer science

Benin High School of Business and Management

2009

BTS Higher Telecommunications Technician Patent

Benin High School of Business and Management

2009

Graduate Technician Diploma in Telecommunications DTS

Benin High School of Business and Management

2007

Bachelor's degree Series D

Lokossa Esperance College

Languages

English
Intermediate

French
Maternal Language

REFERENCES

- **Eric DEGBOEVI +229 97979961 / eric.degboevi@mtn.com**
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- **Jerome ASSIMA +229 97978970 / jerome.assima@mtn.com**
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Managing Director of the computer engineering firm PROPASSUR

I certify accurate and sincere all the information mentioned above

Cotonou, September 6, 2019



Ineck HOUEMAGNON