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Mafiana, Rex U.

Curriculum Vitae

Profile	A highly resourceful young Engineer with proven abilities to withstand pressure, seeking opportunities to make dynamic and meaningful contributions in a challenging and interesting environment.
Nationality	Nigerian
State Of Origin	Delta
Date Of Birth	21 st December 1972
Sex	Male
Education	<ul style="list-style-type: none">1992 - 1998 Federal University Of Technology (FUT), Owerri, I mo State Electrical/ Electronics Engineering (Communications Engineering Option) Bachelors in Engineering (B.Eng.) Second Class Honours [Lower Division]1985-1991 National Grammar school, Nike, Enugu, Enugu State 8 O" levels; 3A's 4C's and 1P: Physics, Agricultural Science, Igbo Language, Mathematics, Geography, Chemistry, Biology, and English Language.

**Professional
Examinations Passed**

- Installing, Configuring, and Administering Microsoft Windows 2000 server
- Installing, Configuring, and Administering Microsoft Windows 2000 Professional
- Foundation Certification Examination in IT Service Management

Certifications Obtained

- Microsoft Certified Professional [MCP]
- Dell Certified Systems Expert [DCSE]
- Foundation Certificate in IT Service Management

**Professional
Proficiencies**

- IT Service Support Planning and Implementation
- IT Budgeting and Financial Analysis
- Project Planning and Implementation Supervision
- Technical Presentations And Proposals
- Fault data collation and Analysis
- Performance Monitoring
- Failure Forecasting
- Project Costing
- Cost Forecasting and Analysis
- Service Level Management
- Third party vendor management
- Good Knowledge and Implementation of ITIL's (IT Infrastructure Library) service support and service delivery Processes.
- Enterprise Level IT Solution Design and Planning
- Customer Site Analysis for Database needs, Design and Implementation.

- Site Analysis for Active Directory Design and Implementation.
- Ability to troubleshoot, resolve and verify with little or no assistance any Computer based Hardware or Operating System Incidents (Windows Platform – 9x, 2K, XP, etc)

Work Experience 1

- **April 2002- till date**

Company

Computer Warehouse Limited, 13A, A.J Marinho Drive, Victoria Island Annex, Lagos.

Job Title

Head, Maintenance Services

Responsibilities

- Recurrent Business Management
- Sales of Maintenance and Support Services
- Re-innovation of Support Products
- OEM Partner Liaising
- Liaising with Third Party Support Providers
- Developing New Support Products
- Setting and planning towards targets
- Attracting and retaining new customers
- Maintaining existing Customers
- Technical Proposals and Presentations
- New Project Planning and Implementation
- Service Level Management
- Service Level and Performance Monitoring
- Service Improvement Programme
- Management Information and Reports

Work Experience 2

- **July 2001- March 2002**

Company

Computer Warehouse Limited, 20, Adelabu Street, Surulere, Lagos.

Job Title

System Engineer - Server

Responsibilities

- Installation, Configuration and Support of DELL and COMPAQ Servers
- Installation, Configuration and Support of DELL, COMPAQ and Other Desktops
- Installation, Configuration and Support of DELL, Compaq and Other Notebooks
- Hardware RAID Configuration. Data Recovery And Protection.
- Installation, Configuration and optimization of Microsoft
 - ✓ Windows 9x
 - ✓ Windows NT Workstation
 - ✓ Windows NT Server
 - ✓ Windows 2000 Professional
 - ✓ Windows 2000 Server
- Windows NT 4.0 Domain support and Administration
- Windows 2000 AD Domain Planning, Configuration, Support and Administration
- Veritas Backup Implementation and support -Studying Customer Environment, and recommendation of Veritas Solutions
- Support of in-house SDS Helpdesk software on SQL 7.0
- Head, Engineering Pool

Work Experience 3 • . **August 2000–June 2001** (National Youths Service Corps)

Company Computer Warehouse Limited, 20, Adelabu Street, Surulere, Lagos.

Job Title Trainee Engineer

Responsibilities Diagnosis, Resolution and Verification of Incidents related to:

- Dell and Compaq Desktops and Notebooks
- Win9x, WinNT and Win2000

Head UTB Account

- Ownership of all Incidents
- Customer Relationship Management

Head, Desktop

- Co-ordination of Desktop & Notebook Engineering Pool
- Responsible for all Desktop and Notebook Incidents
- Knowledge Base development

Work Experience 4 • **November 1999–July 2001 (Post Graduation Job)**

Company InterDrill Nigeria Limited, 22 St Mary's Hospital Rd, Off Airport Rd, Effurun – Warri.

Job Title Head, Research & Development

Responsibilities • Design And Construction of specialized /customized electronic circuits

- ✓ Temperature sensors for wells
- ✓ Generator AVRs
- ✓ Automated Fish Feeders
- ✓ Emergency Lighting Systems
- ✓ Automated Water Pump systems

Work Experience 5	<ul style="list-style-type: none"> • February 1999-September 2000 (Self Employment)
Chrislab Technologies	<ul style="list-style-type: none"> • Jaja Hall, University Of Lagos, Akoka, Yaba, Lagos
Job Title	<ul style="list-style-type: none"> • Chief Engineer
Responsibilities	<ul style="list-style-type: none"> • Design and Construction of various customized student project. <ul style="list-style-type: none"> ✓ Numerous
Training Attended	<ul style="list-style-type: none"> • 3 Days Intensive Training on IT Service Management Essentials (ITIL) (CWL Hired Consultant) <ul style="list-style-type: none"> ✓ IT Service Support (Incident, Problem, change and configuration Management Processes) ✓ IT Service Delivery (Service level Management, Financial Management for IT Services, Capacity Management, It Service Continuity Management and Availability Management) • Upgrading Windows NT Domains to Windows 2000 Domains (Microsoft Nigeria) • Business Report Writing (CWL Hired Consultant) • Service Excellence And Customer Relationship (Tom-Associates) • Project Management Essentials (CWL Hired Consultant) • Solaris Fundamentals (Sun Micro-systems)
Interests And Activities	Chess, Monopoly, Electronics Circuit Design, Table Tennis, Football, Computers and Movies.
References	On Request