

MMADUBUGWU KINGSLEY

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PROFESSIONAL SUMMARY

Network & IT Support Engineer with 2+ years of hands-on experience in a production ISP environment, specialising in network monitoring, incident response, fault resolution, and infrastructure support. Proficient in MikroTik WinBox, The Dude, VLANs, DHCP, NAT/PAT, and Layer 2/3 troubleshooting across TCP/IP networks. Designed and deployed **NetPulse**, a live production monitoring platform tracking 19+ devices with automated outage and recovery alerts. Built a full-stack **NOC Helpdesk Ticketing System** with JWT authentication, role-based access control, and email-to-ticket automation. Complementary background in Python automation and Docker deployment adds value in NOC and Infrastructure Support contexts. Open to on-site, hybrid, and remote opportunities.

CORE COMPETENCIES

Networking & Protocols: TCP/IP • DNS • DHCP • NAT/PAT • VLANs • 802.1Q Trunking • Inter-VLAN Routing • WAN Connectivity

Tools & Platforms: MikroTik WinBox • The Dude • VNC Viewer • Cisco Packet Tracer • Linux CLI • Docker • Wireshark

Programming & Automation: Python • FastAPI • REST APIs • SQLAlchemy • SQLite • JWT Authentication • SMTP/IMAP Automation

Support & Operations: Tier 1 / Tier 2 Technical Support • Incident & Problem Management • Network Monitoring & Alerting • IT Documentation • Network Equipment Installation • Cable Management

WORK EXPERIENCE

IT Network Engineer | *SwiftTalk Ltd, Lagos, Nigeria — On-site*

2025 – Present

- Monitor and maintain a live production network of 30+ devices using MikroTik WinBox and The Dude, sustaining high availability and proactively minimising service disruptions across internal infrastructure.
- Diagnose and resolve Layer 2/3 network faults — including VLAN misconfigurations, routing failures, and link-level errors — applying structured root-cause analysis to prevent recurring incidents.
- Manage Tier 1 and Tier 2 incident response across hardware, software, and network domains, ensuring timely resolution and accurate escalation for complex issues.
- Administer user accounts, enforce access control policies, and apply network configuration changes as part of routine infrastructure support and system administration.
- Maintain detailed IT documentation and incident logs, strengthening operational continuity, team knowledge transfer, and audit readiness.
- Utilise VNC Viewer for remote device access and fault resolution, reducing dependence on physical intervention and improving response efficiency.

IT Intern / Field Engineering Assistant | *SwiftTalk Ltd, Lagos, Nigeria — On-site*

2023 – 2024

- Installed and commissioned network equipment across multiple client sites under senior engineer supervision, gaining direct exposure to enterprise network deployment workflows.
- Operated The Dude monitoring platform and VNC Viewer for remote fault detection, device access, and real-time network visibility during field assignments.
- Accelerated incident resolution by maintaining structured fault logs and escalating complex issues promptly, reducing average handling time through thorough documentation.
- Executed structured cable management and standardised IT process documentation across client sites, improving operational consistency and team onboarding efficiency.

TECHNICAL PROJECTS

NOC Helpdesk Ticketing System | *Python • FastAPI • JavaScript*

github.com/Kmmadu/helpdesk-tracker | [Live Demo](#)

- Built a full-stack IT Service Management (ITSM) platform for incident reporting and ticket lifecycle management, replicating real-world NOC and IT support workflows from creation through to resolution.
- Designed a RESTful API with FastAPI and SQLAlchemy, implementing JWT authentication and role-based access control (Admin, Technician, User) to enforce secure, tiered system access.
- Engineered email-to-ticket automation via IMAP integration, automatically parsing and categorising inbound support emails into prioritised tickets with smart category detection.
- Delivered a responsive NOC-style dashboard in vanilla JavaScript with ticket management, activity timelines, resolution documentation, and a searchable knowledge base. Deployed to Vercel.

NetPulse — Production Network Monitoring Platform | *Python • FastAPI •*

github.com/Kmmadu/NetPulse

Docker

- Built and deployed a production-grade network monitoring platform tracking 19+ live devices via ICMP ping, delivering automated outage and recovery alerts via email with zero manual intervention.
- Implemented downtime tracking, flapping detection to suppress false alerts, and multi-user access control; containerised with Docker for portable, environment-agnostic deployment.

Small Office Network Design | *Cisco Packet Tracer*

github.com/Kmmadu/Small-Office-Network-Design

- Designed and simulated a fully functional office network for 3 departments and 50+ users covering VLAN segmentation, 802.1Q trunking, inter-VLAN routing, DHCP, NAT/PAT, and WAN connectivity.
- Produced structured documentation including IP addressing schema and configuration SOPs, reflecting enterprise IT documentation standards.

EDUCATION

Higher National Diploma (HND), Computer Engineering Technology | *Federal*

Completed: 2025

Polytechnic, Oke

Software Engineering Program (Backend Track) | *ALX Africa — Part-time /*

2023 – 2024

Self-paced

Project-based programme covering backend development, Python, REST APIs, Linux, and software engineering best practices. Completed concurrently with internship role.

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

- Software Engineering (Backend) Certificate — ALX Africa (2024)
- Cisco CCNA Curriculum — Ongoing Self-Study

ADDITIONAL INFORMATION

Languages: English (Fluent)

Time Zone: WAT (UTC+1) — Comfortable collaborating with distributed and asynchronous teams.

Availability: Open to on-site, hybrid, and remote opportunities.