

MMADUBUGWU KINGSLEY

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kmmadu.github.io/Portfolio | github.com/Kmmadu | linkedin.com/in/kingsley-mmadubugwu

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 and delivering automated outage and recovery alerts with zero manual intervention. Complementary background in Python scripting and Docker deployment adds value in NOC automation 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 • SQLite • SMTP Automation • ICMP/Ping Monitoring

Support & Operations: Tier 1 / Tier 2 Technical Support • Network Monitoring & Alerting • Incident Response • Network Troubleshooting • Network Operations Center (NOC) • 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 network 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, contributing to consistent reduction in average handling time.
- Executed structured cable management and standardised IT process documentation across client sites, improving operational consistency and team onboarding efficiency.

TECHNICAL PROJECTS

NetPulse — Production Network Monitoring Platform | Python • FastAPI •

github.com/Kmmadu/NetPulse

Docker

- Built and deployed a production-grade network monitoring platform that continuously tracks 19+ live devices via ICMP ping and delivers automated outage and recovery alerts via email — eliminating the need for manual polling and enabling proactive NOC response.
- Engineered advanced operational features including downtime duration tracking, flapping detection to suppress false alerts, and multi-user access control — improving visibility and reliability for distributed network operations teams.
- Containerised the full application stack with Docker for portable, environment-agnostic deployment across infrastructure; built on Python, FastAPI, SQLite, and SMTP.

Small Office Network Design | Cisco Packet Tracer

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

- Designed and simulated a fully functional office network serving 3 departments and 50+ users, applying enterprise-standard segmentation, routing, and IP addressing practices.
- Implemented VLAN segmentation (VLAN 10 – Sales, VLAN 20 – Engineering, VLAN 30 – HR) with 802.1Q trunking and router-on-a-stick inter-VLAN routing, with dedicated DHCP scopes per VLAN.
- Configured NAT overload (PAT) for shared internet access, static NAT for an internal web server, and WAN connectivity between two simulated office locations. Full video walkthrough available on portfolio.

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

Intensive, 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.