



# ECHE CHRIS PACEM

## SENIOR IT SUPPORT SPECIALIST

### Tech Stack:

**IT Infrastructure & Support:** HP-certified hardware support, OS upgrades, Windows 10 (1909–21H2), Active Directory, M365, Teams Telephony, Azure, SCCM, Defender

**Networking:** TCP/IP, UDP, VoIP, MPLS, Cisco Packet Tracer, Wireshark, Routing & Switching

**Cloud & Virtualization:** AWS, Azure, GCP, Docker, Kubernetes, Terraform, CloudFormation

**ITSM & DevOps:** ITIL, COBIT, ISO/IEC 20000, Jira, ServiceNow, BMC Helix, CI/CD

### Short Resume:

**Position:** Senior IT Support Specialist with over 7 years of experience in managing and troubleshooting enterprise IT systems and hardware.

**Skills:** Infrastructure support, IT project management, digital systems provisioning, customer support, user training, and system upgrades.

**Experience:** Spearheaded deployment and technical support for banks with 500+ end-users, streamlined IT operations, led Windows OS upgrades across branches, and achieved 85% first-call resolution handling 450+ monthly support tickets.

### Motivation:

Seeking to bring deep technical expertise to support IT operations in German enterprises, delivering scalable and cost-efficient support systems.

[www.Talents2Germany.de](http://www.Talents2Germany.de)

**Starting in Germany:**

**After 6 – 8 weeks**

**BlueCard eligible:**

**Yes**

**Starting Salary: €48,000**

**University degree:**

**B.Eng. Electronics and Computer Engineering**

**English: C1**

**German: B1**

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