

Daniel K. Ekrika

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IT OPERATIONS / INFRASTRUCTURE / ENTERPRISE SUPPORT

Milton, Ontario, Canada | Open to IT opportunities in Canada

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IT professional with 8+ years of experience across enterprise technical support, infrastructure and network operations. Led a 26-person team supporting fourteen (14) offshore and five (5) onshore locations. Brings hands-on troubleshooting, clear stakeholder communication and practical service leadership to business-critical environments.

CORE STRENGTHS

IT operations: Incident, problem and change management; service restoration; SLA reviews; escalations; operational handovers.

Infrastructure and support: LAN/WAN, DNS/DHCP, monitoring, hardware lifecycle, Microsoft 365, Active Directory, Windows, user guidance and vendor coordination.

Tools include: ServiceNow, Freshservice, Cisco ThousandEyes, Cisco, Fortinet and Infoblox.

EXPERIENCE

Material Handling Equipment Operator	Sep 2026 - Present
ABL Employment - temporary assignment at Princess Auto, Canada Current Canadian assignment, started September 10, 2026.	
IT Operations / Team Lead	Jan 2026 - Aug 2026
Seplat Energy Plc engagement - via West Deve Company Limited Led 26 team members; coordinated IT service delivery, SLA reviews and infrastructure upgrades.	
IT Team Lead	Jun 2025 - Dec 2025
Seplat Energy Plc engagement - via Dagbs Nigeria Limited Led an 18-member IT and telecommunications team across offshore and onshore operations.	
Senior IT Analyst	Dec 2024 - May 2025
Seplat Energy Plc engagement - via Dagbs Nigeria Limited Technical escalations, infrastructure documentation, uptime dashboards and upgrade coordination.	
IT Infrastructure Analyst	May 2021 - Dec 2024
ExxonMobil engagement - via Dagbs Nigeria Limited Enterprise infrastructure monitoring, network troubleshooting, incident response and restoration.	
Regional IT Support	Jan 2018 - Apr 2021
Trustfund Pensions Limited Tier 2 support across eight branch offices, backup operations and enterprise application support.	

EDUCATION & PROFESSIONAL LEARNING

Master's degree, Information Technology - National Open University of Nigeria

Bachelor's degree, Computer Science & Information Technology - Igbinedion University

Professional learning includes Cisco CCNA and the IBM Data Analyst Professional Certificate.