

MICHAEL ALABI

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PROFESSIONAL SUMMARY

Technology and Innovation Leader with extensive experience driving enterprise transformation, AI adoption, cloud modernization, cybersecurity, and data governance across professional services and enterprise environments. Designed and deployed an AI-enabled HR Assistant supporting 100+ employees while championing organization-wide AI governance, user adoption, and digital capability development. Proven track record of leading digital transformation programs, architecting secure enterprise solutions, and delivering measurable business value through AI-assisted engineering, rapid prototyping, cloud technologies, and process automation.

CORE COMPETENCIES

- AI Strategy, Governance & Enterprise Adoption
- AI-Assisted Engineering & Rapid Prototyping (Vibe Coding)
- Enterprise IT & Digital Transformation Strategy
- Cloud Architecture & Infrastructure Modernization
- Cybersecurity Architecture, Risk & Compliance
- Enterprise Applications & ERP Implementation
- Identity & Access Management (IAM)
- Data Governance & Information Management
- Project & Program Management (Technical & Cross-functional)
- Executive Stakeholder & Vendor Management
- IT Operations, Service Delivery & Change Management

PROFESSIONAL EXPERIENCE

Head, Information Technology & Data Management

August 2024 – Present

Jackson Etti & Edu, Lagos, Nigeria

- Championed enterprise-wide AI adoption by establishing governance frameworks, piloting Generative AI solutions, and delivering organization-wide training that embedded AI into everyday business operations.
- Designed and deployed an AI-enabled HR Assistant supporting 100+ employees using Claude, Retrieval-Augmented Generation (RAG), Claude APIs, and Netlify, providing secure self-service access to organizational knowledge while reducing administrative workload and improving employee experience.
- Spearheaded enterprise-wide digital transformation initiatives, accelerating the adoption of AI, cloud, cybersecurity, and data governance solutions across all business units.
- Led technology assessments, feasibility studies, and proof-of-concept initiatives while developing business cases and technology roadmaps that informed investment decisions, accelerated innovation, and aligned digital initiatives with strategic business objectives.
- Designed and delivered enterprise capability-building programs and quarterly digital learning initiatives in AI, cybersecurity, cloud technologies, automation, and data governance, increasing technology adoption by 45% and strengthening digital capabilities across 158 employees.
- Strengthened the firm's cybersecurity posture by implementing security controls and data protection initiatives that reduced security incidents by 75% and enhanced organizational resilience.
- Directed the migration to a hybrid cloud environment, improving business continuity, scalability, and data accessibility while reducing IT operating costs by 25%.

- Led the achievement of ISO/IEC 27001 certification by aligning information security and data governance practices with international standards while directing enterprise Vulnerability Assessment and Penetration Testing (VAPT) initiatives, resulting in zero major audit findings and a strengthened cybersecurity posture.
- Conducted enterprise technology, cybersecurity, and data maturity assessments, implementing strategic recommendations that generated over \$11,000 in operational cost savings while improving governance and organizational performance.

Enterprise Solutions (ERP) Analyst

Oct. 2021 – Aug. 2024

Jackson Etti & Edu, Lagos, Nigeria

- Created, maintained, and managed master data within the ERP system (e.g. customers, vendors, items, warehouses, users, dimensions, and organisational structures).
- Spearheaded the end-to-end implementation, testing, and deployment of cloud-native solutions across HR, Finance, and Business Development systems, increasing business efficiency by 65%.
- Executed data validation, reconciliation, and quality assurance activities during ERP implementations, system upgrades, and data migration projects.
- Led full-cycle implementation, including application configuration, data migration, customization, performance tuning, and testing, improving efficiency by 25% and minimizing downtime.
- Integrated security-first principles into the onboarding of 135 employees over four years, ensuring policy compliance and reducing risk from day one.
- Applied and maintained a coherent ERP data structure across multiple business units.
- Supported the configuration of administrative and functional ERP parameters linked to new entities, flows, or organisational changes.
- Provided functional and administrative ERP support to internal stakeholders.
- Acted as a functional reference point between business users and internal/external ERP stakeholders.
- Directed a cross-functional team of 8 (Developers, Analysts, Engineers), enhancing collaboration and delivery consistency.

Level II Technical/Customer Support Engineer

June 2020 – Sept. 2021

Tek Experts / Micro Focus (OpenText), Lagos, Nigeria

- Led live sessions with clients to conduct Root Cause Analysis (RCA) and incident resolution.
- Collaborated with R&D to develop hotfixes, patches, and Enhancement Requests, cutting troubleshooting time by 50%.
- Recognized as top 3 in adherence to case management framework, technical accuracy, and case completeness.
- Achieved 125% of the self-sufficiency benchmark for Software Support Engineers, exceeding the 100% target.
- Provided Tier II support for five enterprise products to B2B and B2C clients across EMEA.
- Supervised a team of four Level I Engineers, ensuring full accountability for ticket ownership, incident resolution, and ticket closure, consistently meeting 100% of SLA targets.

IT Application Support Officer

Sept. 2019 – May 2020

WellMed Healthcare Ltd., Lagos, Nigeria

- Managed PACS/HIMS applications, ensuring secure and efficient use across 14 departments.

- Led integration of diagnostic systems with enterprise health records, boosting process efficiency by 50%.
- Conducted compliance audits and ensured full adherence to health IT and data integrity standards.

Associate Web Developer

Aug. 2017 – Sept. 2018

SmartWeb IT Solutions, Jos, Nigeria

- Provided front-end support using WordPress, Bootstrap, HTML/CSS, and other tools.
- Fixed website errors with HTML/CSS and jQuery, reducing customer support calls by 50%.
- Managed database and web security with encryption, SSL, and security testing.
- Conducted unit testing on applications to ensure 100% responsiveness.

System Administrator

June 2013 – Sept. 2014

Moshood Abiola Polytechnic, Abeokuta, Nigeria

- Managed Windows Server 2012 R2, resolved hardware issues, and maintained network infrastructure.
- Championed security/functionality patch rollouts to maintain protection against intrusion.
- Established network specifications and analysed workflow, access, information, and security requirements.
- Designed proactive preventive maintenance schedules to prevent unnecessary downtime and hardware faults.

Infrastructure/Technical Support Officer

Jan. 2011 – May 2013

SolidRock Microfinance Bank Ltd., Abeokuta, Nigeria

- Managed Windows Server, banking solution, and workstations across 8 departments at 99.99% uptime.
- Worked with software vendors to troubleshoot databases and application issues, ensuring high availability and data integrity for banking operations.
- Administered LAN, YahClick satellite dish, and other network peripherals at 99.99% uptime.
- Supported Microsoft SQL Server databases used by the core banking application: routine maintenance, backup verification, performance monitoring.
- Collaborated with software vendors to reduce project implementation costs by 20%.
- Diagnosed and resolved software and hardware issues at 100%.
- Collaborated with stakeholders on drafting several IT policies.

EDUCATION

2026 **Master's in Management (In-view)**, Saylor University, Washington DC

2023 **MSc, Information Technology**, Ladoke Akintola University of Technology, Nigeria

2016 **Higher National Diploma, Computer Engineering Technology**, Federal Polytechnic Ede, Nigeria

TECHNICAL SKILLS

AI Engineering & Automation: AI-Assisted Engineering, Rapid Prototyping (Vibe Coding), Prompt Engineering, Enterprise AI Assistants, Workflow Automation, AI Solution Architecture, Generative AI Adoption.

Enterprise Applications: SAP S/4HANA, Microsoft Dynamics 365, Odoo ERP, Oracle NetSuite, Salesforce, Nexl, NextCounsel.

Cloud & Infrastructure: Microsoft Azure, AWS, Linux Administration, Oracle Cloud Infrastructure, Google Cloud Platform, Windows Server, Microsoft Intune, Microsoft Entra ID.

Security & Compliance: Splunk SIEM, CrowdStrike EDR, MFA / 2FA, Single Sign-On (SSO), ISO/IEC 27001, Security Operations, Risk Management.

Operating Systems: Microsoft Windows Server, Linux Administration (User & Group Management, File Systems, Package Management, Shell Commands, System Services), Basic Linux Server Troubleshooting, Server Hardening & Security Best Practices.

Database Administration: Microsoft SQL Server, SQL Server Management Studio (SSMS), Database Administration, Backup & Recovery, Query Optimization, Database Performance Monitoring, Data Migration, Master Data Management, Data Integrity & Security.

IT Operations & Engineering: ServiceNow, Jira, Git, GitHub, Zabbix, Nessus, Incident & Change Management.

Business Analysis & Reporting: Requirements Gathering, Business Process Analysis, ERP Configuration, User Acceptance Testing (UAT), Microsoft Excel, Microsoft Power BI.

CERTIFICATIONS

Artificial Intelligence

- Oracle Cloud Generative AI Professional
- Oracle NetSuite AI Foundation Associate
- Oracle Agentic AI Foundations Associate (In-view)

Cloud Technologies & Infrastructure

- Microsoft Azure Administrator
- Microsoft Azure Associate
- Oracle Cloud Infrastructure Architect
- Oracle Cloud Infrastructure Associate
- Google Cloud Platform Fundamentals – Core Infrastructure
- Google Cloud Essentials

Enterprise Applications

- Oracle Fusion Cloud Applications ERP Essentials
- Oracle Fusion Cloud Applications HCM Process Essentials
- Oracle NetSuite Foundation Associate

Cybersecurity & Compliance

- Certified Information Security Manager (CISM) (In-view)
- ISO/IEC 27001 Information Security Associate
- ISO 9001 Quality Management Systems Associate
- Fortinet Network Security (NSE 1 & 2)
- Aviatrix Certified Engineer (Multi-Cloud Networking & Security)
- Cisco Junior Cybersecurity Analyst
- Cisco Linux Administration

Project & IT Service Management

- Project Management Professional (PMP)
- Scrum Foundation Professional (SFPC)
- ISO/IEC 20000 IT Service Management Associate
- ITILv5 (In-view)
- COBIT (In-view)
- TOGAF (In-view)

Process Improvement

- Lean Six Sigma White Belt