

Pascal Ally Ahmadu

IT Specialist | IT Operations, Network Infrastructure & Asset Management

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PROFESSIONAL SUMMARY

IT Specialist with over seven years in IT support and administration, working across multi-site NGO and enterprise offices in Nigeria including donor-funded programmes at Mercy Corps. Kept systems running across a main office and four sub-offices, covering networks (routers, switches, access points, VLANs, VPNs and firewalls) and daily support for laptops, desktops, printers, scanners, mobile devices, CCTV and biometric systems. Ran the IT asset register end to end, from tagging and tracking through to quarterly verification across every office. Also managed ISPs and suppliers, including technical bid analysis, delivery checks and warranty claims. Comfortable in Microsoft 365, Intune, AWS, Azure and Google Cloud, and across Windows, Linux and macOS, with advanced Excel and Power BI for reporting. MTech in Computer Science, plus IT Support Professional Certificates from IBM, Google and Microsoft.

CORE COMPETENCIES

- IT Operations & End-User Support: Hardware/software installation, configuration and deployment; laptops, desktops, printers, scanners, mobile devices, CCTV and biometric systems; ticketing, SLA resolution, spare-equipment pool, user training
- Network Infrastructure: Routers, switches, access points (MikroTik, Cisco Meraki), VLANs, VPNs, firewall rules, firmware updates, preventive maintenance, network monitoring and troubleshooting
- Security & Compliance: Network protocols and security principles, endpoint hardening, Microsoft Intune compliance, role-based access control, backups, IT policy enforcement, IT security advisory
- Asset & Inventory Management: Asset register design, tagging and tracking, quarterly physical verification across multiple offices, disposals and auctions, interactive digital inventory databases
- Vendor, ISP & Procurement Support: Vendor evaluation, technical bid analysis, equipment receipt and specification verification, warranty and SLA claims, ISP account administration and performance monitoring
- Cloud & Systems Administration: AWS, Microsoft Azure, Google Cloud; Microsoft 365 (SharePoint, Teams, Power Automate); Windows, Linux and macOS; user account provisioning and onboarding
- Data, Reporting & Automation: Advanced MS Excel, Power BI dashboards, data management, analysis and interpretation, SOPs and technical documentation; Node.js, React, PostgreSQL for internal tools
- Working Style: Excellent problem-solving and troubleshooting skills, attention to detail and accuracy, ability to prioritise tasks and work under pressure, proactive with strong initiative and follow-through, strong communication and interpersonal skills

PROFESSIONAL EXPERIENCE

Full-Stack Developer (Consultant)

Policy Innovation Centre (Nigerian Economic Summit Group) | Abuja, Nigeria May 2026 – Present

- Building the Gender Summit Companion, a web and mobile platform for the Centre's national Gender Summit. It handles delegate registration, agenda and session management, speaker profiles, personalised schedules, live session updates and post-event feedback.
- Built PIC Events, an end-to-end event management platform (organiser web console, delegate mobile app and backend) that replaced a paid foreign platform (EventX) for the Centre's flagship conferences, including the GS-26 Gender and Inclusion Summit. Covers naira ticketing via Flutterwave, signed QR tickets for check-in desks, self-service kiosks, sponsor booths and meal collection, badge printing, live captions in Hausa, Igbo, Yoruba, Nigerian Pidgin and French, live Q&A and polls, email and WhatsApp campaigns, and sponsor lead capture, designed for

around 3,000 delegates online at once. Also wrote the business case and running-cost analysis for offering it to other Nigerian organisers on a naira subscription.

- Built the Research Management System, which manages the Centre's research portfolio from project registration through study tracking, team and partner assignment, milestones, document storage, ethics approvals and reporting for programme leads and donors.
- Built the AI Fellowship Learning Management System for the Centre's AI fellowship, covering applicant intake and selection, cohort and curriculum management, lesson delivery, assignment grading, attendance and progress tracking, certification and cohort analytics.
- Work with policy researchers and programme teams to turn research and convening workflows into working systems, including requirements gathering, data modelling, user testing and documentation.

Founder & Lead Engineer

Cyber-Data Automations Ltd (own company) | Abuja, Nigeria

Feb 2026 – Present

- Designing and building the Maizube Waters ERP system, a full-stack platform covering HR and Payroll (11 modules), Finance (18 modules including double-entry GL, budgets and tax filing), Operations (asset management, fleet, maintenance and projects) and Employee Self-Service, with role-based access and audit trails.
- Building BridgePay Merchant, a fintech giving platform for churches, mosques and NGOs, since Sept 2026. Delivered the React Native (Expo) mobile app and the NestJS/MongoDB merchant API, covering purpose budgets, donation tracking, withdrawals to verified settlement accounts, KYC via SafeHaven MFB (BVN/NIN), virtual accounts, transfers and webhook reconciliation, with idempotent payouts, automatic refunds on failed transfers and an ops approval workflow.
- Produced the Business Requirements Document for the NIPOST Operations Platform (NOP), a 27-step specification with 214 requirements for a national postal logistics system covering waybills, warehousing, fleet tracking, route optimisation, a driver mobile app, analytics, enterprise API, access control, billing and customer tracking.
- Authored the NOP Product Requirements Document (PRD) including system architecture (microservices on AWS Lagos), data model, API specifications, algorithmic components (K-means clustering, 2-opt route optimisation), security architecture, and 12-sprint implementation roadmap.
- Produced ERP consultant briefs for HR and Operations consultants, defining all process, SOP, and data requirements needed to configure production, quality control, inventory, procurement, and sales modules for a water bottling operation.
- Designed corporate website and IT infrastructure proposals, including domain registration, email hosting, and ERP integration specifications.

Full Stack Developer

Access Beta | Abuja, Nigeria (Remote)

Sept 2025 – Feb 2026

- Developed scalable REST APIs and microservices with PostgreSQL/MongoDB, enabling accurate asset data tracking and reporting.
- Implemented Docker-based deployments and performance monitoring, optimising systems for cost savings and reliability.
- Developed the MyKey Adjuster Flow (Canada), a full insurance adjuster workflow for Additional Living Expenses (ALE) claims. It includes an ALE IQ Dashboard, ALE Simulator, fair value calculations for accommodation, packing and storage, parking, pets, linens, mileage, meals and utilities, plus booking management, billing and a 24-step claim submission flow.
- Developed MyKey Hotel Self-Serve, a portal that lets displaced policyholders search, book and manage temporary accommodation themselves, with live rate comparison, availability checks and automatic cost tracking through the ALE Dashboard.
- Managed customer support for the MyKey platform in Freshdesk, setting up ticket routing, SLA policies, canned responses and reporting dashboards for adjuster and policyholder queries across Canada.

Software Development & ICT Engineer

Mercy Corps | Abuja, Nigeria

Aug 2024 – Sept 2025

- Maintained maximum uptime of IT systems and services across 5 offices (Abuja, Katsina, Gombe, Imo, Yola) on donor-funded projects for an INGO, covering routine monitoring, preventive maintenance, and firmware updates on all IT hardware and network equipment.
- Handled day-to-day support for laptops, desktops, printers, scanners, mobile devices, CCTV and biometric systems, resolving faults within SLA and pushing vendor-side issues through to a fix.
- Installed, configured, and deployed laptops and mobile devices in line with corporate IT standards and security policies, using Microsoft Intune for endpoint compliance and Cisco Meraki for network monitoring.
- Provisioned devices and configured Microsoft 365 accounts for new staff onboarding, ensuring seamless day-one access to email, SharePoint, Teams, and shared systems.
- Maintained the IT asset and inventory register for all offices, tagging and tracking every item, running quarterly physical verification, managing the spare equipment pool and processing disposals and auctions in line with organisational and donor policy.
- Managed ISP relationships and vendor engagements: account administration, connectivity performance monitoring, issue escalation, technical bid analysis of supplier proposals, verification of delivered equipment against specifications, and warranty claims.
- Administered the monthly allocation and distribution of staff data and airtime resources, with usage tracking and reconciliation in advanced MS Excel.
- Produced local IT procedures and SOPs aligned to corporate standards in collaboration with the Regional IT Manager and Operations, and delivered user training on IT systems, tools, and security best practices.
- Provided input into IT budgeting and equipment planning, and recommended hardware and software improvements to strengthen IT service delivery across the offices.
- Designed and built People Central, an internal HR and contract management system covering employee records, contract lifecycle tracking, compliance audits and onboarding and separation workflows for Nigeria operations.
- Designed and built the Mercy Corps HR System for Sudan, covering staff records, contracts, payroll data, leave tracking and compliance reporting adapted to Sudan labour rules.
- Designed and built Ops Central, an internal operations platform that pulled asset tracking, fleet, facilities, procurement workflows and operational reporting into one dashboard for the Nigeria offices.
- Designed and built the Performance Tracker, a tool for managers to set KPIs, track tasks, run reviews and generate performance reports across multi-country teams.
- Designed and built the Tender Management System, covering tender creation, vendor submissions, evaluation scoring, approvals, contract award and audit trails for Nigeria and Sudan procurement.
- Delivered end-to-end IT support, including network optimisations (VLANs, VPNs), reducing incidents and supporting multi-site efficiency.

Software Developer / ICT Systems Support

Modibbo Adama University | Yola, Nigeria

Oct 2021 – Jul 2024

- Maintained IT assets and the campus network for 20,000+ users, covering physical asset verification, backups, MikroTik router and switch configuration, access points and firewall rules, with uptime held at 99%.
- Ran first and second line helpdesk support across Windows, Linux and macOS, fixing hardware, software, printing and connectivity faults for academic and administrative staff.
- Designed and built the Modibbo Adama E-Voting System, a secure platform for university-wide elections with voter registration, credential checks, live voting, result tallying and a full audit trail.
- Designed and built UniElect, a general version of the MAUTech e-voting platform for other institutions, with configurable election types, candidate management, voter authentication, live results and tamper-proof audit logs.
- Produced SOPs, technical documentation, and user guides for IT/asset management, facilitating compliance and training.

Software Developer

Cyber-Data Automations Ltd (earlier tenure, company now owned) | Yola, Nigeria Mar 2019 – Aug 2021

- Built scalable MERN applications with authentication/APIs for process automation, emphasising clean data management and version control (Git).

KEY PROJECTS

Gender Summit Companion (Policy Innovation Centre, ongoing)

- Web and mobile companion platform for a national Gender Summit: delegate registration, agenda and session management, speaker profiles, personalised schedules, live session updates, networking, and post-event feedback capture. Built with Node.js, React, and PostgreSQL.

PIC Events (Policy Innovation Centre, ongoing)

- End-to-end event management platform (Next.js organiser console, React Native/Expo delegate app, NestJS/PostgreSQL/Redis backend) that replaced EventX for PIC's conferences, including the GS-26 Gender and Inclusion Summit: naira ticketing via Flutterwave, signed QR tickets for check-in, kiosks, sponsor booths and one-plate-per-meal collection, badge designer with silent printing, live captions in Hausa, Igbo, Yoruba, Nigerian Pidgin and French (Deepgram, LiveKit), live Q&A, polls and display boards, email campaigns with open and click tracking, WhatsApp announcements, sponsor lead capture and role-based multi-event access. Designed for about 3,000 concurrent delegates using WebSockets and BullMQ background jobs on AWS.

Research Management System (Policy Innovation Centre)

- End-to-end research portfolio platform: project registration, study lifecycle tracking, team and partner assignment, milestone and deliverable monitoring, document repository, ethics and approval workflows, role-based access, and reporting dashboards for programme leads and donors.

AI Fellowship Learning Management System (Policy Innovation Centre)

- Learning management platform for an AI fellowship programme: applicant intake and selection, cohort and curriculum management, module and lesson delivery, assignment submission and grading, attendance and progress tracking, certification, and cohort analytics.

Maizube Waters ERP (Cyber-Data Automations, ongoing)

- Full-stack ERP for a water bottling company: HR & Payroll (11 modules), Finance (18 modules with double-entry GL, tax filing, budgets), Operations (asset management, fleet, maintenance), Employee Self-Service (onboarding, exit, overtime, assets), and System Administration (RBAC, audit logs). Built with Node.js, React, PostgreSQL.

BridgePay Merchant (Cyber-Data Automations, ongoing)

- Full-stack fintech app for organisations receiving donations: React Native/Expo client (30+ screens, TypeScript, expo-router, TanStack Query) and NestJS/MongoDB API with SafeHaven MFB banking integration (BVN/NIN director verification, corporate sub-accounts, name enquiry, transfers, webhooks), kobo-precise ledger, atomic balance-guarded debits, idempotent withdrawals, fee schedules, Face ID/Touch ID sign-in, transaction passcode with logout, CSV exports and an admin approval workflow.

NIPOST Operations Platform (NOP / Project SPINE), Blip Limited

- National-scale postal logistics system BRD and PRD: 27-step functional specification with 214 requirements covering waybill lifecycle, WMS, fleet management, dispatch & routing engine, driver mobile app (offline-first Flutter), GPS tracking, analytics (ClickHouse), enterprise API, reverse logistics, RBAC (7 roles × 14 modules), billing, and customer tracking portal. Architecture: Node.js + Golang microservices, Kafka, PostgreSQL, AWS Lagos.

MyKey Adjuster Flow (Access Beta, Canada, insurance platform)

- Complete insurance adjuster workflow for ALE claims on the MyKey platform: 24-step flow covering Adjuster Dashboard, ALE IQ Dashboard, ALE Simulator, Fair Value algorithms (temporary accommodation, packing & storage, parking, pet costs, linens, mileage, meals, utility disruption), booking management (general info, charges, documents tabs), billing (invoices, payments, statements), and multi-tab new claim submission.

MyKey Hotel Self-Serve (Access Beta, Canada, insurance platform)

- Self-service portal for displaced policyholders to search, compare, and book temporary accommodation with real-time rate checking, availability management, and automated integration with the ALE Dashboard for cost tracking and fair value benchmarking.

People Central (Mercy Corps, Nigeria)

- Internal HR & Contract Management System: employee records, contract lifecycle (creation, renewal, expiry alerts), compliance audits, onboarding/separation workflows, and document management across 5 offices.

HR System, Sudan (Mercy Corps)

- Dedicated HR management platform for Sudan country operations: staff records, contract management, payroll data, leave tracking, and compliance reporting adapted to Sudan labour regulations.

Ops Central (Mercy Corps, Nigeria)

- Transformed a spreadsheet-based asset register into an interactive, user-friendly digital database: searchable IT asset and inventory tracking with assignment history, tagging, verification status, fleet and facility records, procurement workflows, and operational reporting in a single dashboard for multi-site coordination.

Performance Tracker (Mercy Corps)

- Internal performance management tool: KPI setting, task assignment and tracking, periodic reviews, manager dashboards, and automated report generation across multi-country teams.

Tender Management System (Mercy Corps, Nigeria and Sudan)

- Procurement and tender workflow platform: tender creation, vendor submissions, evaluation scoring, approval workflows, contract award, and compliance audit trails for cross-country procurement operations.

Modibbo Adama E-Voting System (MAUTech)

- Secure electronic voting platform for university-wide elections: voter registration, credential verification, real-time vote casting, result tallying, and tamper-proof audit trail for 20,000+ users.

UniElect E-Voting Platform

- Generalised university e-voting platform: multi-institution deployment, configurable election types, candidate management, voter authentication, live results, and audit logging. Adapted from the MAUTech system for broader use.

EDUCATION

Master of Technology (MTech), Computer Science

Modibbo Adama University of Technology, Yola, Nigeria | 2019 – 2023

Focus: Blockchain Technology and Distributed Systems

Bachelor of Science (BSc), Computer Science

Kwararafa University, Wukari, Nigeria | 2013 – 2018

CERTIFICATIONS & CREDENTIALS

IBM: Containers w/ Docker, Kubernetes & OpenShift; Cloud Native, DevOps, Agile & NoSQL; Back-End Apps with Node.js & Express; Front-End Apps with React; JavaScript Programming Essentials; Git and GitHub; Software Engineering; IBM IT Support Professional Certificate; Cloud Computing; Networking and Storage; Software, Programming & Databases; Hardware and Operating Systems.

Google: Google IT Support Professional Certificate; IT Security: Defence Against the Digital Dark Arts; System Administration and IT Infrastructure Services; Operating Systems: Becoming a Power User; The Bits and Bytes of Computer Networking; Technical Support Fundamentals.

Microsoft: Microsoft IT Support Specialist; The Microsoft 365 Ecosystem; Technical Diagnostics and Troubleshooting; Cybersecurity and Privacy; Introduction to Secure Networking.

HP LIFE: Inventory Management; IT for Business Success.

Other: Docker Essentials (Cognitive Class); Containers, Kubernetes & OpenShift (Cognitive Class); Java Intermediate (Sololearn).