

# UYAMMADU CHUKWUEMELIE

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## Summary

Experienced IT Support Specialist with a demonstrated history of working in the information technology and services industry.

Skilled in various software packages and applications including Windows/Mac Operating Systems, Microsoft applications including its 365 cloud versions, Citrix Virtual Desktop, Citrix ShareFile, and web-based video conferencing applications like Zoom, Blue Jeans, and Microsoft Teams. Strong information technology professional with a degree in Information Systems Management.

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## Skills

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| <ul style="list-style-type: none"><li>• Proficient in Windows/Mac Operating Systems, Microsoft applications including its 365 cloud versions, Citrix Virtual Desktop, Citrix ShareFile, and web-based video conferencing applications like Zoom, Blue Jeans, and Microsoft Teams.</li><li>• Python</li><li>• Jira</li></ul> | <ul style="list-style-type: none"><li>• Advanced knowledge in troubleshooting hardware devices such as PCs, Mac computers, printers, and Smartphones.</li><li>• Data Analytics</li><li>• Zendesk</li><li>• Microsoft</li><li>• Microsoft Power Automate</li></ul> |
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## Experience

IT Support Analyst/Specialist

Prince George's Community College, 2022-Present

- Providing advanced technical support, addressing complex issues, and offering creative solutions and temporary workarounds.
- Managed on-site computer support for company events and meetings, ensuring seamless technological operations.
- Developed and distributed technical advisories and complex instructional documents to staff, improving overall technological proficiency within and outside the college.
- Collaborated with the human resources department on various supportive role assignments, enhancing interdepartmental cooperation and efficiency.

Paratrooper/Parachute Rigger - United States Army

Various Locations, 2017-2022

- Established a system to synchronize the forecasting and tracking of the organization's supply chain requirements and stock levels; certified and ensured the seamless delivery and allocation of resources for the organization
- Participated in process modeling sessions to streamline the supply chain process across the organization; leveraged the use of digital systems integration to maximize information sharing and collaboration.

Caregiver/Volunteer

Various Companies, 2017-Present

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## Education and Training

University of Maryland Global Campus | Adelphi, MD | 1/2024

**Bachelor's Degree:** Information Systems Management

Google IT Support Professional Certification

Google Project Management Certification

Six Sigma and the Organization Certification (Advanced)