
CHINEDU O. CHUKWU
443-421-0778 | neduonyichukwu@gmail.com |

TECHNICAL SKILLS

- Installed and setup Oracle VirtualBox
- Operating System: Windows, Redhat/ CentOS, Ubuntu Linux.
- Created and modified Active Directory template user accounts to hold various properties.
- Configured Ubuntu Server domain settings, server name, TCP/IP settings, and remote desktop.
- Setting up Active directory, Dns, Dhcp on Server 2023
- Creating and setting up user accounts and mailboxes.
- Unlocking, resetting and disabling accounts on active directory.
- Experience in Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Microsoft Outlook.
- Troubleshooting zoom, skype, zoom video app on a virtual desktop.
- Creating distribution groups and share mailboxes on Exchange 365
- Installing and Troubleshooting Operating systems such as Windows 10, 11, and Linux
- Creating security groups on active directory to provide share drive access for NTFS.
- Create files and directories at user and root level.
- Managing, installing, and upgrading software packages using YUM and RPM and creating YUM repository files for offline servers
- Install and configure SSH key-based authentication.
- Custom Pc Building
- Hardware Troubleshooting
- Component Selection

WORK EXPERIENCE

CHICK-FIL-A, Baltimore, MD
Assistant Manager

11/2019 – Present

- Managed daily operations of a busy restaurant, ensuring customer satisfaction and quality control.
- Oversaw staff of 10+ employees and provided training and guidance.
- Developed and implemented strategies to increase revenue and customer retention.
- Handled customer complaints and feedback in a timely and professional manner.
- Maintained a safe, clean, and sanitary environment for staff and customers.
- Ensured compliance with all health and safety regulations.

Freelance Desktop Building

02/2018-Present

- Built custom Desktops for clients, including high-end gaming systems and workstation builds.
- Skilled in assembling and troubleshooting PC components, including motherboards, CPUs, RAM, and graphics cards.
- Proficient in diagnosing and resolving hardware and software issues, as well as installing operating systems and applications.
- Experienced in optimizing operating systems and software applications to ensure optimal performance.
- Able to create custom parts lists to meet customer requirements and budget

EDUCATION & CREDENTIALS

IT troubleshooting training Udemy – 2023
CompTIA A+
Towson University
Towson, Maryland