

SAMUEL ADEGUNWA

Freelance Programmer

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Willing to relocate to: Las Vegas, NV - -
Authorized to work in the US for any employer

WORK EXPERIENCE

Information Technology Specialist

Valley Health Systems - Las Vegas, NV
September 2020 to Present

- Provide first level contact and convey resolutions to end user issues
 - Properly escalate unresolved queries to the next level of support
 - Track, route and redirect problems to correct resources
 - Record events and problems and their resolution in helpdesk management software
 - Walk customers through problem solving process
 - Follow up with customers, provide feedback and see problems through to resolution
 - Utilize excellent customer service skills and exceed customers' expectations
 - Ensure proper recording, documentation and closure
 - Recommended procedure modifications or improvements
 - Preserve and grow your knowledge of help desk procedures, products and services
 - Install and setup computer workstations
 - Install and setup network printers
 - Familiarize self with multiple software applications to assist end users
 - Consistently demonstrates the ability to establish appropriate department priorities.
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IT Technician

SmartSource Technical Staffing Solutions - Chicago, IL
June 2018 to Present

Desk side Support

Windows 10 installation, and deployment

worked in Large Desktop deployment implementations

Installing and upgrading desktops Windows XP, 7, 10

Desktop Imaging

Installing and configuring enterprise applications

re-imaging software such as Zen, double take etc

Understanding Software Package installation process and tools

IBM , Dell, HP Hardware experience

Support Windows based systems through implementation efforts and issue resolution

Validate VM: Virtual Machine builds
Install, upgrade, image desktops
Install software, based on user requirements and profiles
Validating post migration functionality and possible end user support

IT Help Desk Technician

eero - Las Vegas, NV
July 2020 to October 2020

Provide comprehensive customer support to the unique needs of each client
Provide Scalable solutions designed to grow and change in alignment with each client's products' life cycle
Omni-channel support - integrated phone, email, chat, and social

IT Specialist

Diebold Nixdorf - Chicago, IL
January 2020 to July 2020

- Provide on-site Implementation Support
 - On-Site implementation activities as assigned
 - Directly coordinates and oversees on-site implementation resources
 - Coordinates and/or conducts customer training upon implementation completion and turnover
 - Ensures complete customer satisfaction with implementation of equipment
 - Coordinates and/or provides turnover to Customer Service as required
 - Installs equipment as required
 - Labor hours during regular and/or after hours as scheduled
 - Provide off-site implementation support as directed
 - Inventory and Staging of equipment as assigned
 - Limited warehouse activities relative to installation support and operations
 - Maintain company vehicle
 - Organize and manage truck stock parts and tools
 - Organize and update technical documentation
 - Maintain effective communications
 - Develop working knowledge of all operating standards, practices, and procedures
 - Conform to installer key processes
 - Provide technical support and training to new or less experienced personnel
 - Install product software
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Information Technology Technician

Smartsource - Chicago, IL
October 2019 to July 2020

Maintains, analyzes, troubleshoots, and repairs computer systems, hardware, and computer peripherals
Documents, maintains, upgrades, or replaces hardware and software systems
Supports and maintains user account information including rights, security, and systems groups
Trains employees, identifies, analyzes, and repairs product failures, orders and replaces parts as needed
Determines and recommends which products or services best fit the customers' needs
Relies on instructions and established guidelines to perform the functions of the job
Works under immediate supervision

Network Technician

Baller's Wings - Peoria, IL

March 2019 to March 2019

Implement, monitor, and maintain advanced network configurations
Troubleshoot network issues and assist senior engineers in outages
Seo and product management
Install, upgrade, configure equipment
Installed POS systems and set configurations
Train staff to company standards

IT Specialist

Wells Fargo - Chicago, IL

October 2017 to June 2018

- Strong knowledge on Microsoft Operating Systems (Windows 10), HP & Dell PC platforms.
 - Experience working on large PC deployment projects
 - Provides desktop hardware and software problem identification and resolution for all PCs and related equipment with minimal supervision.
 - Successfully identified problems that require escalation for vendor and/or technical support.
 - Planned for and assured proper installation, integration and continuing operation of end-user technologies, including workstation to network connectivity and workstation-to-application access.
 - Knowledge of Cisco Call Manager and all associated IP phones.
 - Completed hardware moves and equipment replacements for all PCs and all PC related equipment.
 - Provided feedback and suggestions to the appropriate Information Services architecture teams on topics related to supported hardware and software standards.
 - Supported and ensured compliance with workstation hardware and software standards (including delivery) as determined by the Information Services department.
 - Communicated with resource coordinator on day to day team environment.
 - Assist team members to resolve complex or out of policy operation problems
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IT Technician

Robert Half - Chicago, IL

August 2017 to February 2018

Assist in the PC disconnect and reconnect process of desktop computer systems and peripherals in support of customer office moves.

Focus on attention to detail to ensure every aspect of the basic tech services are done correctly.

Record basic system information on PC Disconnect/Reconnect Checklist such as serial numbers, manufacturer, model numbers and placement.

Provide post move technical support to users as needed.

troubleshooting, analyzing information

IT support technician

Pro4ia - Chicago, IL

March 2016 to January 2017

Oversee data transfers from PC to PC and troubleshoot software/hardware and break/fix

- Maintain records of daily data communication transactions, issues and remedial actions taken or installation activities
- Take down, box and ship equipment that is outdated
- Coordinate repairs with the appropriate vendors
- Manage equipment inventory, collaborating on purchases as needed

- Comply with company quality standards to ensure sound electronic data records
 - Take responsibility for technology implementation projects and carry them out
 - Manage imaging and preparation for new computers
 - Handle disassembly, boxing, movement and setup/installation on site
 - Install, troubleshoot and repair printers
 - Support functionality testing and end users
 - Interface with ticket submitters regularly and effectively
 - Provide computer hardware support for PCs, laptops, monitors, servers, and other IT equipment, including diagnoses, repairs, rebuilds, and refurbishments
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Freelance Programmer

2016 to 2017

Built various internal web tools with CFML and JavaScript.
Helped build, support, and maintain internal data conversion tool.
Paid service marketing and product placement
Designed and developed modules for report generation.
Responsible for debugging and fixing several customer issues.

Computer Technician

Victory Ethnic

2011 to 2015

Responsible for the test, analysis and maintenance reported for newly developed GUI
Reviewed Project Requirement document of Inventory Management Software.
Tested and optimized Inventory Software program along with documenting various test cases stems.
troubleshoot on-site.
Answered, logged and resolved internal and external support calls.
Closed 75% of support calls on the initial call.
Created intranet using HTML for support staff to improve access to documentation and call logging.
Participated actively in staff meetings and training offerings in order to increase technical skills.

EDUCATION

Some college

SKILLS

- **HTML (6 years)**
- **JAVA (4 years)**
- **ARTICULATE (Less than 1 year)**
- **C++ (Less than 1 year)**
- **DETAIL ORIENTED (Less than 1 year)**
- **It Specialist**
- **Desktop Support**

- Help Desk
- Information Technology
- Comptia
- Computer Repair
- Network Support
- PL SQL
- Active Directory
- Google AdWords
- JavaScript
- Google Analytics
- Search Engine Optimization (SEO)
- Microsoft SQL Server
- SEM
- Software Testing
- MySQL
- Agile
- Software Troubleshooting
- C/C++
- Linux
- Operating Systems
- User Interface (UI)

CERTIFICATIONS AND LICENSES

bits and bytes of computer networking

May 2018 to Present

technical support fundamentals

February 2018 to Present

Privileged Access Fundamentals 2018-2019 By Wells Fargo & Company

August 2018 to August 2025

WFDC Win10 2018 By Wells Fargo & Company

August 2018 to August 2025

A valid IT Specialist certification

ADDITIONAL INFORMATION

Skill's Profile

Languages: C, C++, Java, Html, SQL.

Exceptional Verbal and Mathematical skills

Articulate, Innovative Self-Motivated, & Detail Oriented

Personally Maintain Above Satisfactory relationships with

High Profile Clientele

Maintains excellent composure while under pressure

Great with handling difficult situations and finding solutions in a calm, friendly and professional matter

Experience with PA Systems, Light/ Sound Deep, hands-on knowledge of SEM Experience with A/B and/or multivariate testing

Experience with tools like Google AdWords, Bing Ads, Omniture, Kenshoo and other programs

Excellent time and project management skills