**BRYAN K. OKAI**

**TECHNICAL EXPERTISE**

* **Platforms supported**: Windows XP/7/8/10, Mac OS 9/10, Linux/Unix, iOS, Android
* **Networking**: TCP/IP, DNS, DHCP, VPN, Active Directory, Terminal Services, Ethernet and wireless technologies.
* **Hardware supported**: Laptops/Desktops/servers/PC accessories (IBM, Dell, HP, Lenovo, Toshiba, Samsung, Zebra), servers, routers, Printers/copiers (HP, Toshiba, Xerox, Lexmark), Fujitsu scanners, Zebra label printers, iPads, Surface Pros, Tablets and mobile devices (Android, iOS).
* **Software supported:** Microsoft Office (including O365), VMware, AirWatch, Dell Data Encryption Program, BMC Remedy, Services Operations Manager (SOM) ticketing system, Symantec Products, IBM Big Fix, Log Mein Rescue, Adobe Acrobat, Citrix and citrix-based applications, Cisco AnyConnect, Pulse Secure Quickbase, IBM Lotus Notes, JAVA, MedConnect. OneDrive

**SKILLS**

* Specialized in software and hardware installations, configurations, upgrades, support and maintenance for desktops and laptops.
* Laboratory Information Management and Clinical Informatics.
* Specialized in networked and local printer installations, configurations, firmware upgrade, support, and maintenance.
* Server management.
* Use of ITIL ticketing system (BMC Remedy, ServiceNow)
* Tier I, II and III hands-on support, remote resolutions and over the phone resolutions for users with all levels of technical understanding.
* Configurations, deployment and maintenance of mobile devices and MDM administration. VoIP services.
* Management of user and PC accounts via Active Directory. Group Policy Management.
* Management of Enterprise Configuration manager (SCCM)
* Management of Enterprise encryption (Dell Date Encryption and Bitlocker/MBAM)
* VPN setups and troubleshooting.
* Asset Management
* Cloud computing and VMware.

**WORK EXPERIENCE**

**NTT Data Services** (Account: MedStar Health)

MedStar Washington Hospital Center

110 Irving St NW, Washington, DC 20010

Position: **IT Site Manager**

August 3rd, 2020 - Present

40 hours/week standard. Full time.

1. Provided deep subject matter expertise, advice, and program delivery.
2. Contributed to the development of new techniques and plans within area of expertise.
3. Developed innovative and creative output based on interpretation and analysis that improve business performance and contributed to corporate goals and strategic intent.
4. Anticipated operational, program, and implementation issues and develops preventative measures.
5. Adapted projects, programs or methods based on customer or business partner feedback.
6. Managed critical projects, customer engagements or business processes.
7. Allocated work and mentored others.
8. Provided thought leadership, guidance, and advice in own field.
9. Worked across the organization to effectively obtain and allocate resources to complete programs and projects on time.
10. Adapted communication techniques for audiences at multiple internal and external levels.
11. Presented facts and information to negotiate mutually acceptable solutions.
12. Delegated clearly and comfortably.
13. Cultivated, developed, and managed strong, lasting customer relationships at senior management level.
14. Managed vendor relationships.
15. Coordinated IT operations in accordance with HIPAA regulations.

Position: **Field Tech Analyst (IT Support Specialist technical Lead)**

February 2nd, 2018 – August 3rd, 2020

40 hours/week standard (overtime available when needed). Full-time

1. Took leadership on all related ITSS (IT Support Specialist) technical projects.
2. Served as technical lead for LIMS and clinical projects/implementations.
3. Backfilled as Site operations manager in the absence of the existing site manager.
4. Performed Tier III levels of hardware and software troubleshooting support including remote resolution for over 8000+ end users and several smaller remote locations covered by the MedStar Washington Hospital Center. Also support other MedStar hospitals
5. Trained field service associates and processes required system accesses.
6. Performed hospital migrations, system integrations and system installation/upgrades.
7. Engaged in technical planning for enterprise improvements and provided smart hands support for remote Tier III teams.
8. Enforced network policies, guides users through security exception policies and assists in security updates.
9. Created SOPs (Standard Operating Procedures), technical documents and guidelines for users and Tier II technicians.

Position: **Client Field Tech Services Senior Associate (IT Support Specialist)**

September 12th, 2016 – February 2nd, 2018

40 hours/week standard (overtime available when needed). Full time.

1. Tier I and II levels of hardware and software troubleshooting support including remote resolution for over 8000+ end users and several smaller remote locations covered by the MedStar Washington Hospital Center, including various clinical and LIMS settings.

2. Responsible for on-site and/or remote installation, implementation, maintenance, troubleshooting and/or repair of desktops, notebooks, printers, and associated peripherals.

3. Served as company liaison with customer on administrative and technical matters.

4. Provided technical support and incident management service desk functions (BMC Remedy and Service Now)

5. Reviewed, troubleshooted, and approved operational quality desktops, notebooks, printers, and associated peripherals (Windows 7, 10 and Mac OS)

6. Imaged, installed, maintained, and optimized desktop /notebook configurations at customer sites (Windows 7, 10 and Mac OS)

7. Diagnosed and resolved product performance problems, Wi-Fi, printers

8. Performed installation, maintenance, and repair services (basic break fix for printers, desktops, laptops.)

9. Instructed customers in the operation and maintenance of basic Windows/Mac OS

10. Monitored PC and user accounts with Active Directory and SCCM reporting tool.

11. Performed asset management, including packaging and shipping equipment.

12. Enforced network policies and performed Security remediation during Antivirus software version updates and encryption program version updates.

**TRAINING**

Currently attending a RedHat Linux classes and studying for Sec+. Currently studying to obtain other certifications to compliment experience. Looking to complete before the end of the month.

**ACHIEVEMENTS**

MedStar Washington Hospital Center President’s S.P.I.R.I.T Shout Out Award, October 2019 (link: <https://www.facebook.com/MedStarWashington/photos/spirit-shout-out-to-two-of-our-associates-who-went-above-and-beyond-for-a-fellow/10158213484995931/>)

NTTData Clients First STAR Performance Award (x2). December 15th and 31st 2019

NTTData Performance Excellence Plan (PEP) Award 2019

NTTData Performance Excellence Plan (PEP) Award 2018

Former contractor with US House of Congress

Former contractor with US Department of State

Public Trust Clearance (2016).

**EDUCATION**

Bachelor’s in Sciences, Microbiology (Bsc. Microbiology). Madonna University, Elele, Rivers State, Nigeria. (October 2009 – November 2013)

COMPTIA+

Highschool Diploma. (Living Word Academy Secondary School, Aba, Abia state, Nigeria) (1998 – 2004)

West African Senior School Certificate (WASSC)

National Examinations Council Senior School Certificate (NECO)