Basil Okorie

Seattle, WA 98122 • (206) 954-6073 • basilokorie101@gmail.com

**Professional Summary**

Talented Network Technician possessing considerable experience with wireless networking and cloud storage. Adept at developing manuals for upgrades and performing regular troubleshooting. A tech-savvy and hardworking professional with expertise in network and Information security.

**Skills**

|  |  |
| --- | --- |
| * Network troubleshooting * Advanced knowledge of Windows 7-10 operating system * Superb interpersonal skills * Analytical thinking * Data backup and recovery systems | * Technical infrastructure upgrades * Proficient in Mac and PC operating systems * Systems configuration * Firewalls, VPNs, and security * Network security systems |

**Work History**

Desktop Technician

Renton Technical College - Renton, WA 04/2017 - 07/2019

* Troubleshoots and maintained all networking devices and infrastructure across enterprise including switches, routers, and firewalls.
* Communicated with vendors to resolve network outages and periods of reduced performance.
* Upgraded network software and hardware for optimized performance.
* Configured and installed wireless controllers, routers and switches.
* Upgraded and expanded network systems and components.
* Kept up to date on new developments in computer and network vulnerabilities, data hiding and encryption.
* Defined security requirements for computer systems, including mainframe, workstations and personal computers.
* Provided network support and performed troubleshooting to resolve various WAN/LAN connectivity issues.
* Documented all server and network problems and other unusual events in detail.
* Deployed antivirus and security solutions throughout entire system network.
* Implemented, developed and tested installation and update of file servers, print servers and application servers in all departments.

Sales Associate

Marshalls - Renton, WA 05/2014 - 02/2015

* Trained and developed new sales team associates in products, selling techniques and company procedures.
* Tracked stock using company inventory management software.
* Worked alongside retail representatives to boost sales by enhancing product presentations and advertising collateral.
* Applied security and loss prevention training toward recognizing risks and reducing store theft.
* Evaluated inventory and delivery needs, optimizing strategies to meet customer demands.

**Education**

Bachelor of Science: Information Technology/Cyber Security

Central Washington University - Ellensburg, WA Expected in 12/2020