Chukwuka Michael Okoaraba

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| **Education** | |
|  | 2000-2005 Enugu State University of Science and Tech. Enugu  B.Eng. Metallurgical & Materials Engineering  Present Oracle Database Administrator Course.  I am currently taking this course and learning about the following throughout the Curriculum; Architecture, Installation (Oracle Software and Database), Oracle Network, Managing the Oracle Instance, Storage, Users, UNDO, SQL, Lock, Flashback Database, Auditing and methods pertaining to the Oracle Database. | |
| **Summary** | |
| Dynamic computer Technician experienced in all aspects of hardware, software and operating systems maintenance and repair. Possesses in-depth knowledge of advanced diagnostic technique Customer service oriental proficient at explaining complicated technical concepts to users of varying degrees of technical understanding.  Knowledgeable in an assortment of operating systems, applications and hardware. Committed to resolving problems for customers quickly and reduce downtime and increase productivity.  **Highlights**   * Advanced troubleshooting * Computer diagnostics * Customer service focused * Hardware support troubleshooting * Mac and pc expert * Customer service-focused * Hardware support and troubleshooting * Highly motivated * Resourceful * Virus and spyware removal   **Accomplishments**   * Diagnosed hardware and software failures and resolved technical issues with several success rates. * Saved company from losses by refurbishing used computers and technological equipments * Maintained a good percentage uptime on all on all company networks * Averted a potential error by effectively handling a detailed procedure as stated in my job instruction script * Completed extensive crisis prevention and intervention training programs     **Experience**  **Field Nation**  **Information Technology Support Specialist**  Feb 2019 – Present   * Monitor the functioning of all equipment and report any problems or substandard condition to the supervisor. * Ensure all logbooks are maintained according to standard operating procedures. * Perform equipment assembly according to engineering drawings. * Perform cleaning of all parts as per established cleaning procedures. * Perform pre-assembly activities such as cleaning and lubricating. * Conduct product testing and performance testing and record the results. * Perform final checks and adjustments for any defects to ensure high quality products. * Perform installation, repair, inspection, reassembly, replacing, refitting, and adjusting products as required. * Order and stock materials and supplies to avoid materials shortages. * Receive, unload, unpack and transfer materials to different workstations. * Develop preventive maintenance procedures to avoid any breakdowns and failures. * Maintain work area clean, safe and orderly.   **Bloom Energy** April 2018 to March 2019  Newark, Delaware  **Assembly Technician**   * Perform complex and advanced assembly of products according to established specifications and instructions. * Perform high precision calibration and advanced adjustments using testing instruments. * Interact directly with supervisors to meet customer expectations and product specifications. * Develop assembly and test procedures to promote production of quality products. * Monitor the functioning of all equipment and report any problems or substandard condition to the supervisor. * Ensure all log books are maintained according to standard operating procedures. * Perform equipment assembly according to engineering drawings. * Perform cleaning of all parts as per established cleaning procedures. * Perform pre-assembly activities such as cleaning and lubricating. * Conduct product testing and performance testing and record the results. * Perform final checks and adjustments for any defects to ensure high quality products. * Perform installation, repair, inspection, reassembly, replacing, refitting, and adjusting products as required. * Order and stock materials and supplies to avoid materials shortages. * Receive, unload, unpack and transfer materials to different work stations. * Develop preventive maintenance procedures to avoid any breakdowns and failures. * Maintain work area clean, safe and orderly.   **Proving Ground Media** May 2017 to March 2018  Forest Hill, MD  **Network Engineer**   * Maintain and administer Windows 7 and Windows 10 desktop PCs. * Maintain and administer Windows Server 2012 and 2016. * Install and maintain SQL Server 2008, 2012 and 2016. * Configure routers and switches. * Install, configure and maintain Avaya IP telephones.   **Auxano solutions technology ltd**  November 2014 to March 2017  Ikeja, Lagos state  **Support Engineer**   * Saved the company severally by refurbishing used computers and technological equipments. Oversaw the daily performance of computer systems, including [system] backup and routine checks. * Set up, tested and configured networks, desktops, laptops and printers * Co-ordinate hardware and software repair processes with outside vendors. * Resolved technical issues for clients in person, on the phone and through e-mail. * Installed motherboard, processors RAM and graphics cards. * Created employee training materials and procedures to teach in-house workers proper software and hardware protocols. * replace parts as required * provide support, including procedural documentation and relevant reports * follow diagrams and written instructions to repair a fault or set up a system * support the roll-out of new applications * set up new users' accounts and profiles and deal with password issues * respond within agreed time limits to call-outs * work continuously on a task until completion (or referral to third parties, if appropriate) * prioritise and manage many open cases at one time * rapidly establish a good working relationship with customers and other professionals, such as software developers * test and evaluate new technology * conduct electrical safety checks on computer equipment.   **Co-Vision Nigeria Limited** January 2010 to January 2011  Apapa Lagos state  **Logistics Supervisor**   * Reviewed new customer orders and requests and manually entered data into a centralized database * Conducted qualitative analysis of logistics operations using simulation models and other tools * Negotiated contracts with outside providers to minimize costs to the company and customers * Oversaw scheduling for the day-to-day activities with various transportation employees. * Defined appropriate metrics and measurements to drive results * Manually created shipments, assigned carriers and dispatched shipments. * Completed and follow up on all registration and traffic documents * Forwarded client-related quality and service issues to the manager for resolution. * Communicated all emergencies, delays due to weather and carrier schedule changes to customers and supervisors. * Coordinated rush orders and ordered effective changes   **National Youth service Corporation** [NYSC] Nov 2009 to Nov 2010  Govt day Junior Secondary School, Dokshi, Yobe state.  **Corps member Liaison Officer/Librarian**  **Training attended with dates**   * Institute of safety professionals of Nigeria (ISPON) Shell Petroleum Development Corporation SPONSORED * Health Safety and Environmental General training Mar 3rd Mar-7th 2014 * Health Safety and Environmental General level 3 training (supervisor) Mar 10th -Mar14th 2014   **National Youth service Corporation /Millennium Development Goals**   * War Against Poverty May 23rd -June1st 2010   program me in Agro-entrepreneurial skill training  **Extracurricular activities**   * Independent national electoral commission Feb 3rd Feb 27th, 2011   **INEC Pre-Registration Exercise**     * + Registration and election exercise   + Regulatory Officer/Presiding Officer   Federal road safety corps/National Youth service Corporation club 2009- 2010  under Sector command RS.12   * Member   **Hobbies**   * Reading, Meeting people, sports, Listening to music   **Referees**  On Request | |