

Daniel Agbenu

Network Specialist | CCNA, CompTIA Net+, A+ & Sec+ & ITIL4 Certified | Veteran | Secret Clearance (Current)

Tampa, FL • Onsite, Hybrid, Remote • dannyajunior@yahoo.com • [LinkedIn](#) • [Portfolio](#)

PROFESSIONAL SUMMARY:

Resolute IT professional with over a decade of firsthand experience in technical fields including managing, maintaining, and securing information technology networks. Proficient in diagnosing technical issues, performing system upgrades, and optimizing IT infrastructure to ensure that systems run smoothly and securely. Expertise in network configurations, management, and cybersecurity, and always aiming to deliver exceptional results for clients. Excellent communication skills to translate complex technical terms into comprehensible language and foster strong client relationships. Committed to ongoing professional development and staying current with the latest industry trends. The goal is to leverage innovative solutions to advance and protect IT infrastructure.

SKILLS:

Troubleshooting
IT Network Support
Operating Systems
Active Directory

TCP/IP, LAN, WAN, VLAN
Web Development
Remote Desktop Utility
Customer Service

Conflict Management
Analytical Thinking
Microsoft Office 365
Cisco Meraki SD-SWAN

CERTIFICATIONS:

Cisco Certified Network Associate

Obtained: October 2024

PeopleCert ITIL 4 Foundation Certification

Obtained: September 2023

CompTIA Network+ Certification

Obtained: August 2023

CompTIA Security+ Certification

Obtained: January 2023

CompTIA A+ Certification

Obtained: October 2022

TECHNICAL TRAINING & COURSEWORK:

ACI Learning

Virtual Campus

Computer User Support Specialist (CUSS) Program

Completion Date: April 2023

ITIL 4 Foundations Course:

- IT Infrastructure Library, PC Operating Systems Navigation, Internet Usage, IP Addressing

CompTIA Network+ Course:

- TCP/IP, LAN, WAN, VLAN, Wi-Fi, VPN, VOIP, Install, Operate, Manage, Support & Troubleshoot Corporate Network

Purdue University Northwest

Virtual Campus

Cybersecurity Systems Administration Program

Completion Date: October 2022

CompTIA A+ Course:

- Components of Desktop PCs, Installations, and configuration of Operating Systems, Maintain and troubleshoot Installations of Microsoft Windows Operating Systems, Network Connections, Network Technologies, Support Laptops, Portable Computing Devices, Printers and scanners, Support PC Security, Replace Computer Hardware, Systems Components.

CompTIA Security+ Course:

- Identify Security Threats, Harden Internal Systems and services, Secure Network Communications, Manage PKIs, Enforce Organizational Security Policies & Monitor Security Infrastructure.

DigitalCrafts

Virtual Campus

Full Stack Web Development

Completion Date: August 2021

Programming Languages and Technology:

- Develop web applications using programming languages and platforms including JavaScript, React.js, HTML, CSS, Node.js, Express.js, Git, GitHub, Bootstrap.

PROFESSIONAL EXPERIENCE:

Tampa Family Health Centers

Tampa, FL

Network Specialist

September, 2023 – May 2024

- Provided technical support to eighteen health centers and approximately nine hundred users. This involved managing, securing, and maintaining network infrastructure by identifying and resolving network issues.
- Managed Cisco Meraki SD-WAN connection at all locations.
- Confidently managed and maintained network infrastructure related to switching, routing, and cabling.

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- Managed user access to the organization's VoIP system.
- Monitored and maintained the organization's network security camera system.
- Implement secure security system rules for incoming and outgoing traffic.
- Provide weekly reports on network stability and efficiency directly to senior staff.
- Performed IT help desk and end-user support on various hardware and software systems.

United States Air Force Reserves

MacDill AFB, Tampa, FL

Avionics Specialist

December 2018 – December 2023

- Expeditiously resolved forty-two complex aircraft discrepancies during flight operations leading to on-time departures and the successful completion of 241 combat missions.
- Efficiently completed 229 planned aircraft maintenance tasks on time to support missions that delivered 51M lbs. of fuel for US and coalition assets during a four-month deployment period.
- Securely managed Communication Security assets, ensuring the security and authenticity of information transmitted via telecommunications by the U.S. Government.
- Mentored, trained, and supervised three junior members resulting in their professional development and successful completion of two Community College of the Air Force degrees and one CompTIA certification.

United States Navy

Oak Harbor, WA

Aviation Electronics Technician and Plane Captain

March 2012 – December 2017

- Performed 187 aircraft inspections, launched, and recovered 194 combat sorties equaling 1,253 flight hours, resulting in a one hundred percent mission completion rate.
- Mentored and trained five junior Sailors to achieve aircraft inspection qualification, boosting work center productivity by 45 percent.
- Aided in correcting 7,560 aircraft maintenance discrepancies and completed fifty special and phase inspections generating 1,841 flight hours.
- Securely managed Communication Security assets, ensuring the security and authenticity of information transmitted via telecommunications by the U.S. Government.

EDUCATION:

Embry-Riddle Aeronautical University

Daytona Beach, FL

Bachelor of Science in Aeronautics - Minor in Aviation Maintenance Operations

Graduated: October 2020

SOFTWARE PROGRAMMING PROJECTS:

Xzibit E-Commerce Application [GitHub](#) / [Website](#)

- An e-commerce web application developed with React.js, JavaScript, CSS, and HTML. The application allows users to shop for products on a website that meets modern trends. The website is responsive and made simple for users to have great user experience and interaction.
- Accomplished all software development life cycle tasks.

SpaceX Launch Tracker Application [GitHub](#) / [Website](#)

- Member of a three-person team that developed a front-end web application to track SpaceX's past and future space launches using JavaScript, HTML, and CSS.
- Designed user interface and user interaction functionalities.

Weather Watch Application [GitHub](#) / [Website](#)

- Developed weather application in ReactJS, CSS, and HTML allowing users to search weekly weather information by zip codes within the U.S.
- Accomplished all software development life cycle tasks.