

Osariemen Oniovosa

Westland, MI 48185

oniovosasa@gmail.com

+1 734 377 3818

Work Experience

Sr. Specialist-Help Desk Support

Raymond James - Southfield, MI

January 2022 to Present

- Provides solutions to a wide variety of technology-related problems, issues, and questions or escalates to appropriate support areas. Enters complete and accurate information into the contact tracking database and follows up with customers as needed to provide total ticket ownership.
- Utilizes knowledge management tools to help resolve client issues.
- Assists clients in completing online forms to attain various systems, services, hardware, software, and/or entitlements.
- Assists customers in performing basic software installations.
- Conducts basic diagnoses of software/hardware to troubleshoot connectivity problems.
- Escalates trends and outages as needed to leadership and for Service News postings.
- Manages time in customer contact center setting and documents time via activity codes.
- Utilizes required activity codes to provide awareness of non-phone-related activities.
- Accountable for carrying the on-call phone and responding to calls on a rotating basis.
- Performs other duties and responsibilities as assigned.

Customer Care Representative

TTEC - Westland, MI

December 2020 to June 2021

Answering customers' questions and addressing problems and complaints in person and via phone. Providing training sessions to customers, including Windows 10, Microsoft Office, and various office machines. Selling and performing onsite and in-store computer diagnostics, troubleshooting, repairs, and setups. Maintaining small business networks and computers for several regular clients, including remote and on-site support.

Network Support

Application Solutions Limited - Edo, NG

January 2014 to June 2019

- Monitor Networks to ensure steady uptime and availability to end-users.
- Hardware and Software, installation/re-installation, and changes are efficiently completed as required.
- Troubleshooting computing systems, networks, and applications to identify malfunctions and correct them as well as other operational difficulties.
- Installing, configuring, and maintaining PCs, Network cabling, and Ethernet networks.

Instruments Engineer

Integrated Engineering & Technical works - Edo, NG

October 2010 to December 2011

- To manage all office equipment/computer systems to ensure that the company's operations are up and running.
- Ensure minimum downtime on all office equipment/computer systems.
- Monitor vendors' performance in maintaining all equipment under maintenance contract and SLA (Service Level Agreement).
- Acquire and stock spare parts for all office equipment and systems to ensure availability and functionality.
- Ensure periodic maintenance (Preventive and Curative) of all equipment in the company.
- Prepare maintenance schedule for all office equipment/computer systems.

Education

Associate's degree in Cyber security

Wayne County Community College District - Detroit, MI

August 2019 to December 2021

Higher National Diploma in Computer Engineering

Delta State Polytechnic - Delta State - Delta

November 2013 to August 2017

High School Diploma

Delta State

Skills

- Active Listening
- Interpersonal Skills
- Leadership
- Problem-solving
- Management skills
- Time management
- Knowledge of the OSI Model, TCP/IP Model
- Active Directory knowledge
- Microsoft Office / 365
- Browser troubleshooting, specifically Chrome
- Adobe
- Cisco WebEx
- MAC Troubleshooting
- Network Support
- Operating Systems
- Microsoft Windows
- Computer Networking
- Help Desk
- Ethernet

- Computer hardware
- Software deployment
- ServiceNow
- IT support
- LAN
- iOS
- Customer support
- VMWare
- System administration
- DNS
- Microsoft Windows Server
- Virtualization
- VPN

Certifications and Licenses

CompTIA Security+

October 2022 to October 2025

Certified Ethical Hacker (CEH)

May 2022 to Present

This is a Short-Term Certificate obtained from Wayne County Community College District

Assessments

Technical support — Proficient

November 2020

Performing software, hardware, and network operations

Full results: [Proficient](#)

Customer focus & orientation — Proficient

November 2020

Responding to customer situations with sensitivity

Full results: [Proficient](#)

Data entry: Accuracy — Highly Proficient

November 2020

Entering data quickly and accurately

Full results: [Highly Proficient](#)

Basic computer skills — Expert

November 2020

Performing basic computer operations, navigating a Windows OS, and troubleshooting common computer problems.

Full results: [Expert](#)

Work style: Reliability — Highly Proficient

October 2020

Tendency to be dependable and come to work

Full results: [Highly Proficient](#)

Technical support: Customer situations — Proficient

November 2021

Responding to technical support situations with sensitivity

Full results: [Proficient](#)

Basic computer skills — Highly Proficient

November 2021

Performing basic computer operations and troubleshooting common problems

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.