

N. Dexter Okeh

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Linux Systems Administrator skilled in Technical Writing, IT Asset Management, Quality Control and Assurance, and Automation.

Evolver, Inc - Alexandria, Virginia

May 2014 – October 2017

Baseline Engineer

- Prepared, imaged, repaired, and inspected at least 45 Desktops and Laptops for U.S. Patent and Trademark Office personnel per day with a group of 4 people. Ensured that said stock and computer peripherals was full at all times, and Increased customer satisfaction of service center by 55%
- Provided quality assurance by testing to 25 laptops and desktops per day with PC Doctor. Increased efficiency of testing by 25%
- Recovered IT assets (laptops, desktops, and peripherals) that are missing from the service center area within 4 hours of being reported missing.
- Ensured that all laptops requested are delivered to personnel within 30 minutes of request.
- Maintained daily reports on how many laptops and desktops are imaged, stocked, and tested, and any shortages of such assets to management.
- Cleared backlog of laptops and desktops waiting to be tested that was shipped to the service center during New Years Day 2017.
- Assisted in installing specialized software onto 30 laptops for a Lego event in 2017

9-Solutions, Inc - Landover, Maryland

September 2010-May 2014

Linux Systems Administrator

- Provided administration, user management, automation, security, monitoring, updating, and Tier 1 to Tier 3 support for 20 to 200 Red Hat, Ubuntu, and CentOS Linux/UNIX servers for per client, with a group of 2 to 5 people per client site, and maintaining a 99.9 online rate with each server.
- Cleared on average 20 tickets per day via Remedy, with 100 tickets cleared per week. Fixed server issues within 2 hours of notification with satisfaction rate of 95%.
- Proposed and written troubleshooting guides and standard operating procedures for each client and for the company that includes topics such as networking, data availability, security, user and memory management that allowed clients and team members to resolve issues 65% faster.
- Planned and implemented automated system maintenance to systems via bash and python, and automated notification emails to users and team members of system issues and provides solutions to said issues.
- Offered and implemented passwordless authentication for all Linux servers if agreed upon.

Education

Bachelor of Arts, Government and Politics
University of Maryland

December 2012

Volunteering

Bibliotheca Anonoma

Implemented configuration management via Ansible and created playbooks to automated systems maintenance and data retrieval. Reducing work load and improved security by standardizing infrastructure.

Projects

January 2011 to Present

Linux Archival Server

Created a Lubuntu home server to maintain automated backups of news articles from CNN and BBC.