

DANIEL OBENG

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SUMMARY OF QUALIFICATIONS

CompTIA A+ certified professional; possess excellent written, verbal, and observational skills; ability to communicate effectively and grow professionally from critical feedback; able to work well independently or in a group setting.

EDUCATION & TRAINING

Macaulay Honors College at The City College of New York, New York, NY
Bachelor of Engineering, Computer Engineering

Expected: 6/2018
GPA: 3.9/4.0

Honors & Awards: Macaulay Scholar (Four Year Merit Scholarship to Macaulay Honors College)

NPower Technology Service Corps Program, New York, NY
22 Week training in Computer Fundamentals, Networking, Web and MS Office

01/2016 – 06/2016

CompTIA A+ Certified

02/2016

TECHNICAL SKILLS

Operating Systems: Microsoft Windows, Linux, Mac OS X
Programming Languages: C/C++, Python, Java, Swift 3.0/Xcode 8, HTML/CSS
Software: Microsoft Office, MATLAB, Adobe Photoshop

EXPERIENCE

CBS Corporation, New York, NY

05/2016 – Present

Client Services and Support Technician

- Provides onsite and remote support to over 500+ users for software, hardware, and various infrastructure related issues in a Windows 7/10 and macOS environment.
- Delivers C-level executive support to multiple divisions within the CBS Corporation.
- Maintains detailed problem status and resolution information in a Service-Now database
- Tests and troubleshoots wired and wireless networks employing appropriate network tools.
- Creates, configures, maintains, and supports virtual machines using VMware, Parallels, and Oracle Virtual box on Windows and Mac.
- Images all supported workstations to current standards of Windows 7, OSX El Capitan and Office 2016
- Oversees all hardware inventory of new and existing desktops and laptops as well as their disposals
- Involved in the CBS Showtime annual hardware refresh, collaborating with 2 team members to migrate 100+ users from Dell OptiPlex 780 to Dell OptiPlex 5040 workstations

Spitzer School of Architecture, New York, NY

06/2015 – 06/2016

IT Technician

- Monitored the behavior of students during computer laboratories and assists them in the use of large-format plotters to plot works of various dimensions
- Installed, upgraded and maintained educational software used by architecture students and faculty on about 90+ computers
- Troubleshoot and repaired hardware and software issues on Windows, Mac OS X and Linux computers for students and faculty members
- Introduced a method of converting large drawing files to print-ready versions that eliminated file rejections by several plotters
- Trained and mentored 5+ new employees in our department
- Wrote a batch file that enabled technicians to quickly and easily run and test the workability of all the software installed on the 40+ computers used daily by students