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*   Expected: 6/2018
   Bachelor of Engineering, Computer Engineering   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*   01/2016 – 06/2016
   22 Week training in Computer Fundamentals, Networking, Web and MS Office

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
   - Troubleshot 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