Daniel Obeng

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EDUCATION

The City College of New York, New York, NY   Expected 6/2018
Bachelor of Science in Computer Engineering
Minor: Studio Art
GPA: 3.9

NPower Technology Service Corps Program, New York, NY   01/2016 – Present
(Cisco Academy Network IT) 22 Week training in Computer
Fundamentals, Networking, Web and MS Office
CompTIA A+ certified

TECHNICAL SKILLS

Operating Systems: Microsoft Windows, Linux, Mac OS X
Programming Languages: C/C++, Python, Swift 2.0/Xcode, HTML/CSS
Software: Microsoft Office, MATLAB, Adobe Photoshop

CERTIFICATIONS

CompTIA A+ Certified   02/2016

EMPLOYMENT

CBS Corporation, New York, NY   05/2016 – Present
Client Services and Support Intern
- Provides onsite and remote desktop support to over 1000+ users for software, hardware, and various infrastructure related issues utilizing Information Services and Technology procedures.
- Creates workstations and maintain user accounts in active directory.
- Maintains detailed problem status and resolution information in Service-Now database.
- Installs and configures operating system, application software and system hardware.
- Tests and troubleshoots wired and wireless networks employing appropriate network tools.
- 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.
- Performs complete backups of reclaimed machines using Symantec's Ghost Backup tool.

Spitzer School of Architecture, New York, NY   06/2015 – Present
IT Technician Assistant
- Monitors the behavior of students during computer laboratories and assists them in the use of large-format plotters to plot works of various dimensions
- Installs, upgrades and maintains educational software used by architecture students and faculty on about 90+ computers
- Troubleshoot and repairs 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
- Wrote a batch file that enables technicians to quickly and easily run and test the workability of all the software installed on the 40 computers used daily by students