Contact

www.linkedin.com/in/bernard-uko-5ab653105 (LinkedIn)

Top Skills

VMware

Ubuntu

Windows 7

Certifications

Microsoft Office 365

CompTIA Linux+

Introduction to IT & Cybersecurity

Learn SQL Course

Bernard Uko

Founder/ IT Tech Support at Zone 103 Media Enterprises

Minneapolis, Minnesota, United States

Experience

Zone 103 Media Enterprises
Founder/ IT Tech Support
February 2021 - Present (4 years 6 months)
Richfield, Minnesota, United States

• Install Computers, Printers

• Documenting all Computer Related Projects

• Cleaned and fix computers at different business locations throughout the Twin Cities

• Scan computers for viruses and install new software to upgrade computers to a more functional operating system

Free Geek Twin Cities
Volunteer Technical Support/Operations Staff
May 2013 - Present (12 years 3 months)

• Install new software using problem solving skills to upgrade computers to a more functional operating system

• Communicate with community members about the organization

• Executed lessons to other workers on how to operate the Free Geek Twin Cities Manual

United Software Group Inc/PwC
Desktop Support Technician
July 2022 - December 2022 (6 months)
Minneapolis, Minnesota, United States

- Helping PwC customer with technical support with their software and hardware needs

-Assisting customers with their managing and testing the sound devices.

-Answering technical questions from PwC Employees and clients.

Cadan Technologies
Desktop Support Technician
October 2021 - May 2022 (8 months)
Eagan, Minnesota, United States

Delivered reimagined and newly created images for Cadan's customer computer products

• Analyzed and responded to customer's technical issues via phone calls and/or e-mails

• Facilitated the processing of Lenovo and HP Warranty laptop repairs

• Conducted on-site service repairs on desktops and laptops when needed

IBM/Allianz
Desktop Support Representative
July 2021 - August 2021 (2 months)
Golden Valley, Minnesota, United States

• Installation, configuration and maintenance of windows, hardware's and software's.

• Desktop and laptop installation, configuration and upgradation

• Sorting, Labeling and Documenting Desktop and Laptops

•Assisting with Allianz employees with their troubleshooting and other computer needs

Minneapolis Community and Technical College
Volunteer Technical Support
January 2015 - December 2017 (3 years)

• Scan computers for viruses and install new software to upgrade computers to a more functional operating system

• Oversee IT technicians in installing, repairing, and maintaining workstations

• Communicate with Minneapolis Community Technical College students on their computer concerns

• Clean and organize the computer shop

Tunheim
IT Helpdesk Intern
May 2017 - November 2017 (7 months)
Bloomington, Minnesota

. Installing and Migrating Tunheim Company's Server.

. Documenting all Computer Related Projects for Tunheim

. Assisting Tunheim employees with their computer repair needs.

Authentic International Group of Companies (AIGC), LLC
IT Contactor/Help Desk Worker
June 2016 - September 2016 (4 months)

• Cleaned and fix computers at different business locations throughout the Twin Cities
• Helped consumers with their computer repairs for their home or business needs
• Planned projects with other IT staff members
• Assist walk-in customers with other computer related issues

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Education

Minneapolis College
 · (2012 - 2017)

Minneapolis Community and Technical College
Associate's Degree, Computer Support and Network Admin, · (2012 - 2017)

Metropolitan State University
Bachelor of Applied Science - BASc, Computer/Information Technology Administration and Management · (2017)