ARINZE **EDEH**

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🔗 <u>LINKEDIN</u> | <u>GITHUB</u>

SUMMARY

Detail-oriented IT Support Specialist with hands-on experience in troubleshooting, technical support, cloud fundamentals, and system administration. Skilled in resolving user issues, managing tickets, and maintaining IT infrastructure in Windows and cloud environments. Continually building advanced expertise through structured home lab projects in Active Directory, networking, virtualization, automation, and monitoring. Passionate about delivering reliable support and improving IT operations.

EDUCATION

University of the People, CA

Bachelor of Science, Computer Science
September 2024 – Present (Expected 2026)

CORE SKILLS

- Windows Support
- Active Directory
- Office 365 Admin
- DNS/DHCP
- PowerShell
- Virtualization
- Basic Linux
- Cloud Fundamentals (Azure/AWS)
- Ticketing Systems
- Networking Basics (TCP/IP, VPN)

SOFT SKILLS

- Communication & Customer Support
- Problem Solving
- Attention to Detail
- Time Management
- Team Collaboration

CERTIFICATIONS

- Google IT Support Professional Certificate
- AWS Certified Cloud Practitioner (Renewal in Progress)
- Microsoft Azure Fundamentals (Short program)

TECHNOLOGIES

- Windows Server
- VirtualBox
- VMware
- PowerShell
- PRTG
- Zabbix
- Linux (basic)
- Office 365
- AD DS
- Azure
- AWS
- GitHub
- DHCP
- DNS

PROFESSIONAL EXPERIENCE

Help Desk Support (Remote)

Beetee Haulage & Logistics | September 2024 – October 2025

- Provided Tier-1 remote technical support for 50+ staff, resolving issues related to Windows systems, Microsoft 365, application errors, and network connectivity.
- Managed and resolved tickets via a centralized system, ensuring adherence to SLAs and maintaining detailed resolution documentation for knowledge base growth.
- Performed user account management, including password resets, permissions, and license assignments in Microsoft 365 Admin Center.
- Collaborated with operations teams to troubleshoot file sharing and access issues, minimizing workflow disruption.
- Communicated technical solutions clearly to non-technical staff.

HOME LAB PROJECTS (Practical IT Experience)

- Active Directory Setup & Domain Management
- Group Policy Management
- DHCP & DNS Server Configuration
- File Server & NTFS Permissions
- Remote Desktop Services Setup
- Windows Deployment Services (WDS)
- PowerShell Automation Tasks
- Basic Linux Server Configuration
- Network Monitoring with PRTG / Zabbix
- Incident Ticket Simulation & Documentation
- Office 365 User & License Administration
- Firewall & Security Basics
- VMware/VirtualBox Virtual Environment Setup

(Full documentation available in GitHub repositories.)