

# USORO, DIANABASI ESSIEN

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## PROFESSIONAL SUMMARY

Logical, solution-focused IT professional with years of remarkable experience in managing IT operations, infrastructure and support. Strong expertise in network administration, security management, system troubleshooting, and data management. Possess incomparable communication abilities to convey innovative ideas to diverse audiences of varying technical expertise. Seeking to leverage my skills and experience to contribute to the success of a dynamic organization.

## PROFESSIONAL EXPERIENCE

### 2024 – present

#### Network Support Officer, VDT communication limited Nigeria

- Assist and troubleshoot with customers while maintaining the highest level of courtesy and professionalism
- Install and configure network devices such as routers, switches, firewalls.
- Set up network protocols (TCP/IP, DNS, DHCP)
- Identify and resolve network issues relating to connectivity and performance and carrying out routine network maintenance tasks.
- Implement network security measures and monitor network activity for security breaches.
- Provide technical assistance to users and resolve user-reported network issues.
- Monitor network usage and optimize network resources.
- Implement Quality of Service policies.
- Maintain accurate records of network configurations and changes and generate network usage and performance reports.
- Work with other IT teams to ensure network integration and communicate network issues and changes to stakeholders.
- Deliver outstanding customer services by following up on resolved issues to ensure that the solution provided was effective.

### 2022 – 2024

#### Technical Support/System Administrator, Tek-Experts Nigeria

- Assist and troubleshoot with customers while maintaining the highest level of courtesy and professionalism
- Apply knowledge of computer software, hardware, and procedures to solve problems.
- Identify different patterns affecting customers experience and suggesting possible changes to carry out resulting in 20% decrease in customer complaints and improved overall satisfaction ratings.
- Deliver outstanding customer services by following up on resolved issues to ensure that the solution provided was effective, this increased customer satisfaction by 45% according to our received survey.
- Conduct troubleshooting and resolve issues related to email, calendar, office 365 accounts and packages.
- Prioritize and manage many open cases at one time

### 2020 – 2022

#### IT Support Specialist, Ibom Specialist hospital, Nigeria

- Ensured network security and implemented measures to secure sensitive data

- Maintained and troubleshoot the organization computer networks including LANS, WANS, and internet connectivity
- Collaborated with cross – functional teams to streamline it processes reducing down time by 20% and enhancing overall operational productivity
- Collaborated with external service providers to optimize network performance
- Installed, configured, monitored and maintained computer systems and peripherals
- Managed software installations, upgrades, licenses, and ensured compliance
- Assisted in the development of data management policies and protocols
- Managed database and ensure data integrity and security.

## **2018 – 2020**

### **IT Officer, Chamberlink Technologies Ltd. Nigeria**

- Oversaw more than 20 computers of the company by monitoring, configuring and maintaining all hardware and software systems.
- Spearheaded the development and implementation of network infrastructure, resulting in a 30% increase in system efficiency for the organization
- Provided technical support to staff for hardware and software related issues.
- monitored and evaluated the IT systems to ensure efficiency as well as the safety and security of all data storage
- Researched, identified and appraised emerging technologies, hardware and software to provide strategic recommendations and for continuous improvement.
- Maintained and troubleshoot the organization computer networks including LANS, WANS, and internet connectivity

## **TECHNOLOGY PROFICIENCIES**

**NETWORKING:** LAN, WAN, WI-FI, TCP/IP, DHCP, DNS, Cisco tools, Nagios, Wireshark, Chef, VMWare Nsx, Firewalls

**OPERATING SYSTEMS:** Windows 10, 11, Server 2016, 2019, 2022, Linux OS

**DESKTOP APPLICATIONS:** Microsoft365, Various Third-Party Applications

**TICKETING SYSTEMS:** ServiceNow, Spiceworks, RAVE, Assist 365, Workspace

**REMOTE/SHADOWING:** Zoom, SCCM Remote Tools, Webex, TeamViewer, Anydesk, Quick Assist

**SECURITY:** Windows & Linux Hardening, Manage Engine Patch Management, Symantec.

**WEB DEVELOPMENT:** UI/UX, HTML, JavaScript, Bootstrap, Word Press

**ADDITIONAL SKILLS:** Azure Active Directory, AWS, Microsoft endpoint manager, Microsoft Word, Excel and Powerpoint

## **STRENGTHS**

- System installations and maintenance • Problem Solving
- System diagnosis and troubleshooting • Team collaboration and leadership • Hardware and software support • Active listening
- IT security • Strong communication • Microsoft deployment tool kit • Customer Acquisition• Network management software and tools •Strong understanding of network protocols and architectures

## **SKILLS**

● Time management ● customer service ● Adaptability ● Strong communication skills ●computer repairs and maintenance skill ●Empathy

## **EDUCATION**

Bachelor of Engineering in Mechanical Engineering - 2019  
University Of Uyo, Akwa Ibom State.

## **HOBBIES**

●Sports ●Travelling ●Reading

## **CERTIFICATIONS/TAINNINGS**

●Cybersecurity and Risk Management ●Goggle digital skills for Africa ● Customer relationship management  
● Computer repairs and Maintenance ● IT support ● Data Analyst ●AI ●Soft Ware Testing ● Graphics Design