Daniel Okeke

Washington Metropolitan Area, United States

✉ dokeke95@gmail.com 📱202-704-2379 in https://www.linkedin.com/in/daniel-okeke95/

SUMMARY

Experienced IT professional with four years of comprehensive experience in information technology support, complemented by ongoing education towards a computer science degree expected to be completed in December 2024. Demonstrated expertise in system administration and cybersecurity, including network security, threat detection, incident response, and compliance management. Proven track record of implementing robust security measures, optimizing system performance, and ensuring data integrity. Skilled in analyzing complex technical issues and providing effective solutions to enhance operational efficiency and mitigate risks. A proactive team player with strong communication skills, adept at collaborating with cross-functional teams to achieve organizational goals. Eager to leverage technical knowledge and academic achievements to contribute effectively to a system, network administration or cybersecurity role, delivering strategic solutions and maintaining a secure IT environment.

EXPERIENCE

IT Support Specialist II/ Deskside Support Technician
Environmental Science Research Institute (ESRI)   **January 2023 - Present, Vienna, VA**

- Resolved client concerns promptly, maintaining a 90% issue resolution rate and contributing to improved patient experiences.
- Provided frontline technical support to end-users, troubleshooting hardware and software issues, and resolving IT-related inquiries promptly.
- Implemented proactive measures and best practices in IT support, resulting in a 20% reduction in critical incidents and increased efficiency in IT operations.
- Collaborated with cross-functional teams to deploy and manage IT projects, including system upgrades, migrations, and security enhancements, contributing to improved IT infrastructure stability and performance.
- Collaborated with senior IT support staff to escalate complex issues, learn new technologies, and contribute to team projects and initiatives.
- Employ strong analytical skills to identify, troubleshoot, and resolve technical issues for end-users to promote clear and efficient customer service.

IT Support Specialist II
Exelon Holdings (Contracted through TEKsystems)   **January 2022 - January 2023, Washington, D.C**

- Provided advanced technical support to users, resolved complex hardware and software issues, and escalated critical issues to appropriate teams for resolution.
- Managed and maintained IT infrastructure, including servers, network devices, and software systems, ensuring high availability and optimal performance.
- Conducted regular system audits and updates, implementing security patches and protocols to protect against cybersecurity threats and vulnerabilities.
- Trained and mentored junior support staff, improving team performance and knowledge sharing, resulting in a 20% decrease in escalated support tickets.

IT Support Specialist II
WilmerHale (Contracted through TEKsystems)   **November 2021 - December 2021, Washington, D.C**

- Provide comprehensive technical support to attorneys, legal staff, and employees, ensuring seamless operations.
- Manage and resolve hardware, software, and network issues promptly and efficiently, utilizing advanced troubleshooting skills.
- Oversee the configuration, maintenance, and security of IT systems, including user accounts and permissions.
- Led training sessions and initiatives to enhance user proficiency in software applications and IT protocols.
- Collaborate with internal teams and external vendors to optimize IT infrastructure and support strategic initiatives.

IT Support Administrator
Holy Cross Hospital (Contracted through TEKsystems)   **October 2021 – November 2021, Silver Spring, MD**

- Maintained an average resolution time of less than 24 hours for support tickets, meetings, or exceeding service level agreements (SLAs) consistently.

- Managed and supported a user base of 200 employees, maintaining a customer satisfaction rating of 4.5 out of 5 based on regular feedback surveys.
- Implemented and maintained a backup and recovery strategy that resulted in a 99% data recovery success rate during system failures or data loss incidents.
- Reduced software deployment time by 30% through automation and standardized deployment procedures, resulting in increased efficiency and reduced user downtime.
- Skilled in using ticketing systems, such as ServiceNow and Jira, to track and prioritize support requests, maintain detailed documentation, and collaborate effectively with cross-functional teams to deliver timely solutions.

EDUCATION

Bachelor of Science (B.S) (currently in pursuit)
Bowie State University • Bowie, MD • 2024

CERTIFICATIONS

- **CompTIA Security +**

(Currently in pursuit)   COMPTIA • 2024
- **AWS Certified Cloud Practitioner**

(Currently in pursuit)   AWS • 2024
- **Microsoft Certified Azure Fundamentals**

(Currently in pursuit)   Microsoft • 2024

SKILLS

- Technical Support (Tier 1,2,3)
- iOS, Mac OS and Windows OS (10 &11)
- LAN/WAN Environments
- Trouble Shooting (Hardware & Network)
- Programming Languages (Python, Java, JavaScript, C/C++)
- Web Development (HTML/CSS, JavaScript)
- Networking
- Database Management
- Information Security
- IT Infrastructure Management (ITIL)
- Ticketing Systems (ServiceNow, Jira)
- Remote Support
- Documentation Management
- Customer Service
- VMware/Virtualization
- VPN (Pulse Secure, Global Protect)