

# MAKAFUI SEWORNUGA

IT SUPPORT • LAWRENCEVILLE, GA, USA • 404-441-7145

## ◦ DETAILS ◦

Lawrenceville, GA

USA

404-441-7145

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## ◦ SKILLS ◦

Google Drive

IT Support

Computer Networking, CompTIA

Active Directory, Microsoft Office,

Slack, GSuite, Visio,

SharePoint, Sonar, SAP, Jira,

Salesforce, OneLogin, Boomi

Service Desk, ITSM, Ticketing

System, Zendesk

SQL, VMWare, VPN, ITSM

Mac OS, Android, IP Phone

software

Office 365, Azure, Windows.

Linux OS

Storage area Network( SAN )

Network Attached Storage ( NAS )

Switches, Servers, Routers, WAN

& LAN

Infrastructure, VMWARE

Data Management

Configuration, Troubleshooting

Remote Desktop

CRM, Automation, SaaS

Google Docs

Technical skills, Problem-solving

skills, Communication skills

Interpersonal skills, Time

management skills

Attention to Detail, Adaptability

## 👤 PROFILE

I am an experienced IT Support specialist with a strong background in troubleshooting and resolving technical issues. I have a strong background in a wide range of technologies, including Windows and Linux operating systems, network infrastructure, and various software applications. I am highly skilled in troubleshooting and problem-solving, and am able to think critically and creatively to find solutions to complex technical issues. I have experience working in a variety of environments, including corporate, education, and healthcare. I am highly organized and able to manage multiple tasks and priorities effectively. I am also a team player and enjoy collaborating with others to find solutions to complex technical challenges. I am constantly seeking to expand my knowledge and skills in the field of IT and am always willing to learn new technologies and techniques.

## 📁 EMPLOYMENT HISTORY

### IT Support Specialist at Bank of America, Atlanta GA

March 2020 — December 2022

- Created and managed security and distribution groups, which are used to manage access to resources and simplify the administration of user accounts in Active Directory.
- Create Tickets and document all activities in helpdesk ticketing systems engineering, and/or identify and correct core problem.
- Performing routine maintenance tasks, such as backing up data, running system diagnostics, and checking for updates and patches.
- Configured various settings in the Office 365 portal to control how the service is used in the organization. Monitored the performance of the Office 365 service to ensure that it is functioning properly and identify any potential issues.
- Monitored the performance of the Active Directory infrastructure to ensure that it is functioning properly and identify any potential issues, maintaining documentation on the Active Directory infrastructure, including the configuration, policies, and procedures in place.
- Responsible for setting permissions on resources such as files, folders, and printers to control who has access to these resources and also creating new user accounts, modifying existing accounts, and disabling or deleting accounts as needed on Active Directory.
- Maintained documentation on the Office 365 subscription, including the configuration, policies, and procedures in place.
- Respond to user service requests; and resolve trouble tickets.
- Managing network security, which may involve setting up firewalls, implementing security protocols, and monitoring network activity to identify and prevent security breaches.
- Provided technical support to users remotely using tools such as remote desktop software or chat support.

### IT Support Specialist at Hewlett-Packard, Atlanta GA

July 2018 — February 2020

- Entered and reported technical problems, causes and solutions within our Service Desk Plus ticket management tool.
- Responsible for prompt resolutions of all incidents brought to the attention of the Service Desk that notifies senior management of non-routine problems/issues.
- Created and managed security and distribution groups, which are used to manage access to resources and simplify the administration of user accounts in Active Directory.

- Reviewed Trouble Ticket to ensure that the documented information is complete, accurate, and sufficient to facilitate analysis of the issue .
- Setup, configured and verified local and network (hp, canon, zebra) printers.
- Installed, configured, and maintained the software.
- Prepared testing schedule for complete systems.
- Engaged external subject matter experts when needed to identify and resolve issues; configure hardware and software; and apply application enhancements upgrades.
- Trained users on how to use the software and providing technical support to users also monitoring the performance of the software and making any necessary adjustments

#### IT Specialist at Adecco - Google, Atlanta GA

February 2015 — May 2018

- Provided technical support to users remotely using tools such as remote desktop software or chat support .
- Maintains a working knowledge of ticketing software and any upgrades.
- Troubleshooted and resolved technical issues for users also monitored and maintained the performance of remote support tools .
- Created user accounts, edited user account information, reset user passwords and removed access to the network utilizing active directory.
- Performed updates and upgrades to the software as needed .
- Created new user accounts, modifying existing accounts, and disabling or deleting accounts as needed , managing the licenses for the different Office 365 products and services, including assigning and reassigning licenses as needed.



#### EDUCATION

- Bachelors ( Computer Science ) , London College Of Business & Computing, London UK