Daniel Ekema

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# EDUCATION

*Kennesaw State University* | Kennesaw, GA

**Bachelor's in Information Technology |** ABET-accredited

**Minor:** Cybersecurity

## TECHNICAL SKILLS

* **Programming & scripting:** JavaScript, PowerShell, React, Python
* **Operating Systems:** Windows 10/11, macOS, Windows Server
* **Networking:** TCP/IP, VPN, Firewalls, Network Troubleshooting, Secure Shell
* **Tools & Software**: Microsoft 365, Wireshark, TeamViewer, Oracle, Visual Studio Code, PyCharm
* **Cloud & Systems:** Microsoft Azure, Active Directory.

# PROFESSIONAL EXPERIENCE

**IT Support (Remote Lab Training)**  March 2025

* Delivered simulated IT support for software, hardware, and connectivity issues in a virtual help desk environment.
* Used Remote Desktop tools (TeamViewer) to guide users through troubleshooting steps.
* Diagnosed and resolved Windows 10, Windows Server, and macOS technical issues, including account errors and user permissions.
* Practiced ticket documentation and escalation using Jira.

**ComputerLab Assistant | Kennesaw State University** February 2024

* Assisted students with technical issues, system logins, and software use..
* Performed basic troubleshooting and escalated advanced hardware or network problems to senior IT staff..
* Helped students connect to printers, manage wifi connections, and access various applications.

**Fiserv** | **Production Generalist, Canton, GA,** August 2025 - Recent

* Utilized a telnet-based terminal environment to manage production workflows and perform real-time troubleshooting across Oracle integrated systems.
* Utilized Oracle database tools to track, update, and verify job execution data, ensuring accurate processing and data integrity across financial systems.
* Access internal Systems securely using Palo Alto VPN, enabling remote connectivity to Oracle, Telnet terminal, and proprietary applications.
* Coordinate with cross-functional teams through Microsoft Teams and Outlook, providing rapid incident escalations and operational updates to minimize downtime.