

Obichia Ben Onyekaba

Email: benonyekaba@gmail.com

Phone: (240) 671-5894

TECHNOLOGIES

Languages: HTML5, CSS3, C#, Drupal, JavaScript, Angular JS, JQuery, Git, PHP & SQL

Tools: Visual Studio, SQL Developer, SQL Server, Oracle, MySQL Workbench, Virtual Box, Issue View, ID Protect Client, Remote Desktop, TightVNC, LogMeIn Rescue, Adobe: Photoshop, Dreamweaver, Premiere, Media Encoder, Facebook Insights, Google Analytics and MS Office: Word, Excel, PowerPoint, Access, and Outlook

Operating Systems: Windows OS (XP, Vista, 7, 8, 10), Mac OSX, iOS

EDUCATION

Montgomery College, Rockville MD

Jan 2013 – June 2016

AAS in Digital Media and Web Technology

University of Maryland University College, College Park MD

May 2018 – Aug 2019

B.A in Digital Media and Web Technology

EMPLOYMENT

Westat, Rockville, MD

Sept 2015 to present

- Main IT support for Windows Application and multiple Drupal websites.
- Support includes: User accounts management, file management, content updates, and configuration.
- Utilize Issue Tracking software when identifying and documenting software, hardware, and Drupal, .NET websites related errors, and flaws and closed on average 30 tickets a week
- Use strong technical/communication skills by providing Tier 1 & 2 Help Desk support to Principal Investigators, Researchers, Study Centers and Field Interviewers
- Reconcile bio-specimen issues within the bio-repository database, such as duplicate/invalid samples or falsified specimen collection
- Perform customization, patch deployment and upgrades of study project software and hardware equipment for use by Study Centers and Field Interviewers

The Great British Pine Mine, IT Administrator, Kensington, MD

May 2015 to March 2017

- Provide a content strategy and website updates for their main website on a Drupal platform - <http://pinemine.com/>
- Provide marketing consultation services to the owner of a family owned and operated furniture store
- Create and maintain social media accounts to promote and improve company's online presence by acquiring on average 300 likes per post which resulted in a 15 percent increase in sales.
- Manage the setup of new data storage system for all the multimedia files associated with the company, to ensure long-term accessibility and ease of use
- Capture high quality pictures of products and promoted them on website and social media
- Troubleshoot and resolve issues with online accounts and product listing
- Coordinate marketing campaigns using Constant Contact, 1stdibs.com, Facebook, Twitter, Instagram

North Capitol Partners, INC. Computer Technician, South East, Washington DC

Mar 2015 to Nov 2015

- Supported NCP by providing IT support including hardware and software installation and testing for the FCC
- Built computer hardware systems and installed necessary software for over 100 PCs
- Backup applications, documents, and other various computer software
- Tested new operating systems and various software and hardware
- Performed virus/spyware removal