Didier Okou
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Profile

An adaptable and responsible individual seeking a challenging customer focused position in the IT field which offers me the opportunity to develop new skills while strengthening those i already possess. My mathematical background, previous and actual roles have enabled me to develop good organizational skills, attention to details and analytical/logical approach to tasks.
If given an opportunity, I honestly believe that with my experience, coupled with a “can do” attitude toward new challenges, I could be an asset to any organization.

Professional Skills

- Windows 10/7
- Mac OS
- Active Directory
- SCCM
- Service Now; JIRA
- Windows migration from windows 7 to windows 10
- Microsoft Office 365 administration (identities & requirements)
- Exchange Server, Outlook
- Networking (DNS, TCP/IP, DHCP)
- Cisco IP Phones, VPN, Oracle POS (Tills system)
- Virtualization (Hyper V; VMware workstation), VDI (VMware Horizon)
- IOS & Android devices set up, troubleshooting & support
- JAMF Pro, AirWatch apple devices enrollment & management
- Video Conferencing (VC) room set up & support

Key Skills

- Comfortable dealing with customers/users via phone, web & email
- Excellent written and verbal communication skills in French and English
- Analytical thinker with strong problem-solving experience
- Strong customer (users, managers, VIPs) facing skills
- Confident to develop & build a personal relationship
- Flexible, proactive, self-organized and able to multitask

Employment History

September 2017 – August 2019
Desktop Support Engineer
Allied Worldwide - Colt Technologies Services, London

- Providing on-site and telephone 2nd line technical support to users & VIPs
- Liaising with the Service Desk team and other engineers on other sites where and when necessary to resolve issues faced by users on a daily basis
- Troubleshooting issue on Windows, Mac, Emails, VPN, VMware, Network connection,
- Android & IOS mobile devices enrollment using Microsoft Intune MDM
- PC & Laptops building
- Meeting rooms Video Conference set up & support
- Preparing and allocating new starters IT equipment
- Educating and guiding users
- Tickets and Asset management using Service Now & SharePoint

November 2015 - September 2017
Global Service Desk Analyst
Allied Worldwide - Burberry Ltd, London

- Providing first & second-line IT support to Burberry ltd users across offices & stores in AMEA,
- USA and Asia-Pacific through the in-house call login software (Remedy Force)
- Creating & maintaining users account using Active Directory
- Unlocking & resetting users accounts passwords
- Providing technical & troubleshooting assistance related to networks, PCs, Software, Mobile &
- Tech devices (iPad, iPhone, Audio Visual, Printers & Scanners)
- Accessing remotely user's computers to troubleshoot issues or install software
- Escalating complex incidents to 2nd & 3rd level support

June 2014 - October 2015
English/French Technical Support
Xerox (UK) ltd. - Google project, Poole

- Providing technical support within SLA to customers across EMEA via multiple Touchpoints (inbound/outbound calls, chat & emails) by setting up & troubleshooting their products
- Dealing with customer's Google account issues, play store products returns & refunds queries
- Including applications, Digital contents, Movies, Music & Books
- Accurately logging customer & product information into the system
- Escalating and transferring calls and matters to relevant teams and level when necessary.

August 2012 - June 2014
IT Field Service Provider
Elmi Computers, London

- Sites visit and remote support
- Full PC diagnostic and hardware testing
- Operation systems, software, hardware installation, configuration & troubleshooting
- Data recovery; Network, server set up & maintaining
- handling customers queries & support over the phone
- Educating & training customers on the safe & best use of computers & other electronic devices.

February 2006 – July 2012
IT/Administrative Officer
Beechwood School, London

- Take responsibility for all staff aided administration including staff and pupils' files and statistics.
- Maintain personal records including salary assessments, sickness, attendance & holiday records.
- Keep office organized, paperwork and data filed appropriately.
- Ensure all pupil records and documents are properly maintained, filed and manually/electronically transferred when pupils leave or join.
- Word processing confidential letters, reports and documents including policies, school development plans and prospectus if required.
- Responsible of all IT related issues (school website, database, network, computers upgrade & update, software installation, troubleshooting).
- Printers and other electronic devices set up and maintaining

October 2002 - December 2005
Library Assistant
London Metropolitan University, London

- Managing the issuing and returning of the library's stock
- Shelving stock and keeping the library in good order
- Withdrawing stock under the direction of the librarian
- Proving support for cataloguing of new material to the library collection
- Processing new material so that it is ready for shelving
- Library system managing & supporting its use by students
- Helping library users find materials to meet their needs
- Assisting users to become efficient in the use of online resources

Education and Qualifications

September 2002 - January 2006
London Metropolitan University, London

- BSc (Honors) Mathematics with Business Applications

October 2000 - July 2002
Hendon College - London

- Certificate in Advanced English (CAE)

References

Available on request

Full, clean driving license & car