

# EFEOGHENE ANIEKAN OGODO

IT Service Analyst

## DETAILS

### ADDRESS

PE1 4FZ, Peterborough  
United Kingdom

### PHONE

07780187742

### EMAIL

efeoghene@ogodo.org

### DRIVING LICENCE

Full UK License

### NATIONALITY

British

## LINKS

<https://github.com/efeog49>

## SKILLS

Technical/End User Support

Microsoft office 365

Highly organized and efficient

Microsoft Operating Systems

Remote Support

## PROFILE

Highly skilled and experienced help desk specialist proficient in IT help desk ticketing systems and applications, with extensive knowledge in troubleshooting and resolving technical issues. Committed to delivering exceptional customer service and ensuring prompt problem resolution. Seeking a Service Desk Analyst position to utilize my skills and expertise in delivering top-notch assistance to users.

Summary of Skills:

- Proficient in IT help desk ticketing systems and applications.
- Extensive experience in troubleshooting and resolving technical issues.
- Strong attention to detail and commitment to providing efficient and effective support.
- Dedicated to delivering exceptional customer service and ensuring prompt problem resolution.

## EMPLOYMENT HISTORY

IT Support, Da Rosalia Hotel

Peterborough

Jan 2023 – Present

- Deliver dedicated first-line help desk support, ensuring exceptional service to all customers.
- Efficiently manage the ticketing system, promptly escalating issues as required.
- Prioritize tickets based on business impact and severity, ensuring timely resolution.
- Provide expert technical support for software, hardware, and hosted issues.
- Proficiently install and configure new installations and hosted deployments.
- Resolve issues effectively over the phone or through remote software.
- Perform daily operations, including proactive server monitoring and checks for customers.
- Maintain up-to-date and accurate customer documentation.

Microsoft Exchange

Active Listening

Desktop Support

Time Management

Customer Service Skills

Active Directory Administration

Installation of Softwares

Help-Desk Ticketing

Admin - Limacharlie.io

## LANGUAGES

English

## HOBBIES

Sports, Art, Traveling, Music

### Service Desk Analyst, CDW UK

Peterborough

Sep 2022 – Dec 2022

- Delivering exceptional customer support via email and telephone, ensuring customer satisfaction.
- Consistently achieving call handling goals and maintaining a high first-call resolution rate.
- Proficiently troubleshooting a wide range of hardware, software, and connectivity issues.
- Expertly managing all aspects of Microsoft Active Directory group policy, including end-user account creation and management.
- Providing end-users with comprehensive information on available upgrades.
- Performing virus removal by conducting computer malware scans and utilizing safe mode for system restoration.
- Setting up and configuring WiFi printers on computers.
- Resolving IT issues efficiently by utilizing remote desktop software for troubleshooting.
- Creating and managing tickets through ServiceNow, adhering to SLAs for timely resolution.
- Remotely installing and configuring software for end-users.
- Diagnosing and resolving PC, hardware, and Windows problems by remotely connecting to end-user systems.

### Print room Compliance Assistant, AM FRESH UK

Peterborough

Aug 2022 – Sep 2022

- Verifying that all paperwork, such as label verification sheets and work orders, are accurately filled out in accordance with internal procedures and customer requirements.
- Reporting any observed issues to the appropriate colleagues for resolution and follow-up.
- Sharing your expertise and knowledge with the production teams to ensure a clear understanding and adherence to the necessary requirements.
- Analysing and summarising data and findings to identify trends and areas for improvement.
- Providing support to the print room team in their day-to-day duties.

### Security Guard, Ogoto Services Ltd

Peterborough

Jun 2017 – Aug 2022

- Efficiently managed and organized documents, while tracking contractor deliveries and supplies using Microsoft Word and Excel spreadsheets.
- Utilized effective communication skills through Microsoft Teams for seamless team collaboration.
- Conducted thorough screening of individuals entering the facility using handheld metal detectors and other surveillance devices.
- Demonstrated composure, assertiveness, and critical thinking skills during stressful situations to effectively problem solve.
- Performed regular inspections and adjustments of security systems, equipment, and machinery to optimize coverage of parking lots, building interiors, and exteriors.

- Actively supported criminal investigations by maintaining a strong collaborative relationship with local law enforcement representatives.

### Driver, Tufnell's Parcel Express

Peterborough

Apr 2017 – Jun 2017

- Kept and studied detailed mileage and fuel reports to decrease overall fuel expenditure costs by 5%.
- Loaded and secured items in trucks to avoid damage to parcels during delivery.
- Generated consistent referrals and repeat business by providing friendly and fast service.

### Security Supervisor, Intercept Security

Peterborough

May 2015 – Apr 2017

- Developed comprehensive security operating procedures and training materials for the human resources department.
- Conducted regular security audits, identifying and addressing potential issues related to physical security, staff safety, and asset protection.
- Collaborated with management to successfully implement company safety programs, resulting in reduced workers' compensation costs.
- Implemented thorough vendor and contractor screening protocols to ensure access to restricted areas.
- Played a key role in promoting business development by establishing and nurturing relationships with new clients.
- Achieved exceptional data collection accuracy scores and maintained precise records while analyzing security information, with zero discrepancies.

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## EDUCATION

### BSc (Hons) Computing and Information Systems, Anglia Ruskin University

Peterborough

Jan 2019 – Jul 2022

### Access To HE: Information Systems And Business, Peterborough Regional Collage

Peterborough

Dec 2017 – Dec 2018

### OND: Electrical, Electronics Engineering Technologies, Institute of Technology and Management

Enugu

Jan 1997 – Jun 1999

SSCE: Science Education, Government  
Secondary School

Port Harcourt

Jan 1991 – Jun 1996

Primary Education: English, Mathematic  
,Science,Physical Education, Community  
Primary School

Port Harcourt

Feb 1984 – Dec 1990

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## REFERENCES

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References available upon request

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## COURSES

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CompTIA A+

CCNA

ISC2

CompTIA Sec+

CYBER ESSENTIALS LEVEL 3

LINUX LEVEL 3