**LOUISA OPOKU**

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**Summary**

Highly skilled recent college graduate, emphasized in Information Systems & Technology. Specializing in help desk and a 2 years’ experience in IT Security, analyzing and responding to internet security threats. Demonstrated knowledge and experience in planning, designing, installing, operating, managing and securing information technology infrastructure.

**Skills**

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| --- | --- |
| * Microsoft Suite Office - Word, PowerPoint, Excel, Outlook, Access, Publisher * Excellent Verbal & Written Communication * Report writing * Ticketing * Documentation * Technical support | * IT Policy, Laws & Ethics * Technical Communications * Network systems (basic knowledge) * Client, Publisher, Telecommunication * Troubleshooting * Risk Management * Active Directory account administration (users & group policy management) |

**Experience**

MIKE BLOOMBERG U.S. PRESIDENTIAL CAMPAIGN

New York, NY

IT Helpdesk {Campaign} 01/2020 to end of campaign

* Provided technical support to remote users by email, in-person and on the phone.
* Assigned as G-suite Admin to provide resolution to end user such as password reset, creating new account.
* Educate users in being efficiency in terms of new updates {software}.
* Collaborative with management to decide which software/hardware is needed to improve services/performance to clients.
* Use Jamf {Remote Management} to remotely assist end-users, Zendesk to assign and dispatch tickets to appropriate team.

PERSONAL COMPUTER POWER CENTER

New York, NY

Level 1 Helpdesk -Entry level {Contract} 10/2019 to 12/2019

* Support clients with desktop, software application issue.
* Problem solving, troubleshooting client desk side problems and connectivity issues.
* Commute to client’s site for further technical assistance whiles providing assurance to resolve customer issue.
* Use Addigy software to remotely assist MAC users, ConnectWise Manage to assign and dispatch tickets to appropriate team, Continuum to remotely assist Windows clients and IT Glue for documentation.

Federal Judicial Center

Washington, DC

IT Helpdesk- Project Support 01/2019 to 08/2019

* Assigned users' Desktop PCs into the domain & in Air Watch to access end user's PC to troubleshoot issues, in government standard
* Connected PCs, Macs, tablets, phones and other devices to Wi-Fi and static internet
* Tested performance, functionality, individual workstations and peripheral devices
* Created documentation to migrate users date from old OS to the new MS Office 365 products
* Document security events daily to create a baseline of activity for the client network

OLD DOMINION UNIVERSITY

Norfolk, VA

Tier 1 Help Desk- Team Lead 03/2017 to 11/2018

* Led I.T. consultant team in delivery of Office 365 project requiring close cooperation among members to share information and develop solutions to meet the broad array of deliverables
* Responded to client requests o all PC/MAC hardware and software matters and provide resolutions that improved system performance & reduce downtime.
* Connected printers, computers, and mobile devices to existing data networks
* Troubleshot, researched, diagnosed, documented & resolve technical issues surrounding MS Office applications, email, and Leo-online (software for students/staff)

Guardus Security

Virginia Beach, VA

Security Officer 12/2016 to 10/2017

* Checked footage and live feeds from surveillance cameras to monitor for trespassers and criminal activity
* Worked with local and federal law enforcement agents to coordinate apprehensions
* Quickly and accurately reported all security incidents, accidents and medical emergencies to law enforcement
* Patrolled premises to ensure safety of employees and visitors

**Education and Training**

BACHELOR OF SCIENCE: INFORMATION SYSTEMS AND TECHNOLOGY 08/2019

Old Dominion University, Norfolk, VA

**Interests**

LEADERSHIP

* Sigma Alpha Pi- The National Society of Leadership and Success
* Pathway to The Baccalaureate; (August 2014 - December 2018) - Community service, volunteering, being inspirational to forthcoming college students