Giovanni Ohashiegbula

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OBJECTIVE

Detail-oriented IT support professional skilled in high-volume incident triage, knowledge-base development, and cross-functional collaboration, eager to translate LSU service-desk successes into measurable uptime, faster onboarding, and happier customers.

EDUCATION

Louisiana State University — Dec 2024
Bachelor of Science, Computer Science, Mathematics — *Baton Rouge, LA*
- **GPA:** 3.23
- **Achievements:** Deans List (x2) , S&B Engineers and Constructors Scholarship Winner (x2)

WORK EXPERIENCE

LSU Information Technology Services — Aug 2022 - Dec 2024
Senior Technical Support Agent — *Baton Rouge, LA*
- Onboarded and mentored 12 junior analysts, designing hands-on labs that improved first-call resolution from 78% to 92% in one quarter
- Implemented and documented new troubleshooting techniques, cutting average resolution time by 20%, accelerating end-user support.
- Resolved 500+ software, hardware, MFA, and network incidents for students, faculty, and staff across a 35 k-user environment, maintaining 95 % customer-satisfaction scores.

Pennington Biomedical Research Institute — May 2024 - Aug 2024
Machine Learning Engineer Intern — *Baton Rouge, LA*
- Built a Jupyter ML pipeline that identified key biomarkers through feature selection and correlation analysis, offering a cost-effective alternative to DEXA scans
- Selected top biomarkers from 49 features for ALM, BMD, and BFP prediction, boosting model interpretability and eliminating 60% of non-informative attributes.
- Evaluated Polynomial Regression, SVR, Random Forest, and XGBoost pipelines, improving predictive accuracy by 20% and reducing MAE by 15%.

PROJECTS

Large-Scale Print Station Documentation — Sep 2024 - Oct 2024
LSU Information Technology Services — *Baton Rouge, LA*
- Produced a step-by-step guide covering driver setup, quota management, and troubleshooting for Campus Main print lab.
- Piloted the guide with 15 student workers, shortening new-hire print training by 60%.
- Released guide on the customer portal reducing print-related walk-ups by 40 % and remote printing tickets by 35 % in the first semester.

Building Dreams: Custom PC Configurator — Mar 2024 - May 2024
Louisiana State University — *Baton Rouge, LA*
- Co-developed custom PC building website, utilizing Django and React (NextJS), that allowed users to select compatible components for their builds, leading to a decrease in build configuration errors
- Developed the homepage and sign-in/sign-up interfaces using React (NextJS) and TailwindCSS, implementing client-side routing, form validation, and persistent session handling to streamline user onboarding
- Integrated frontend with the Django backend by creating REST API calls for database entry, and conducted parts research to curate and filter PC component listings for compatibility and price totaling features

Death Throes: Unity Adventure Game — Jan 2024 - Mar 2024
Louisiana State University — *Baton Rouge, LA*
- Co-developed Unity adventure game with physics-based interactions, NPC AI behaviors, Inventory and quest systems.
- Utilized C# scripting to develop custom game logic and designed tile-based maps with custom sprites
- Implemented audio using Unity AudioMixer and packaged project into standalone Windows build, boosting demo-day engagement amongst 30+ peers

SKILLS

- Windows, macOS, Linux, TeamDynamix, Bomgar (BeyondTrust), Microsoft Authenticator, Microsoft 365, Active Directory, Problem-Solving, Communication, Troubleshooting, Leadership, Attention to Detail, Knowledge Base, Artificial Intelligence, Machine Learning