

Osagie Owie

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EDUCATION

Bachelor of Arts: Computer Science
Information Technology Course

New York State University at Potsdam, 2024
CourseCareers

CERTIFICATIONS

Cisco CCNA (In progress)
CourseCareers IT Professional

PROJECTS

Project: Implementing a Help Desk Ticketing System (osTicket) using Azure Virtual Machines

Source: github.com/osagie8/post-install-config

Platforms and Technology Used: Azure Virtual Machines, osTicket, IIS

Project: Implementing Active Directory (On-Premises) in Azure

Source: github.com/osagie8/configure-ad

Platforms and Technology Used: Azure Virtual Machines, Active Directory, PowerShell

Project: Exploring Azure and Networking Concepts

Source: github.com/osagie8/azure-network-protocols

Platforms and Technology Used: Azure Virtual Machines, Network Security Groups, WireShark

EXPERIENCE

Company: SUNY POTSDAM

Oct 2023 - Present

Title: IT Service Desk Technician

- Respond to and resolve IT support tickets for faculty, staff, and students using Request Tracker, ensuring timely solutions to technical issues.
- Perform remote desktop support via phone calls and remote connection tools, troubleshooting software and hardware issues to enhance user productivity.
- Manage and prioritize service tickets within Request Tracker, utilizing Active Directory for account management and access permissions, ensuring efficient issue resolution.

Company: 247ERICPOINTCOM

Jan 2023 - May 2023

Title: Software Development

- Design project websites and applications using HTML, CSS, and JavaScript. Utilized these skills to create user-friendly and interactive digital experiences.

SKILLS AND TECHNOLOGIES

Microsoft Office Suite, Help Desk, Ticketing System, Azure, Network Security Groups, Firewalls, ACLs (Access Control Lists), Virtual Machines, Virtual Networks, Cloud Computing, Active Directory, File Permissions, Windows 10, Python HTML, CSS, Java, JavaScript