**Osagie Owie**

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# EDUCATION:

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| --- | --- |
| Bachelor of Arts: Computer Science | New York State University at Potsdam, 2024 |
| Information Technology Course | 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**](http://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**](http://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**](http://github.com/osagie8/azure-network-protocols)

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

# EXPERIENCE:

**Company:** SUNY POTSDAM Oct 2022 - 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.
* Provide end-user support for a range of software applications, ensuring users receive assistance with troubleshooting, installations, and updates.
* Coordinate with IT departments to escalate and resolve complex issues, ensuring seamless operations across multiple platforms.
* Document and maintain comprehensive records of support requests and resolutions, contributing to the development of knowledge base articles.
* Collaborate with IT teams on ongoing projects, contributing to system upgrades and improvements based on user feedback.

**Company:** 247ERICPOINTCOM Jan 2021 - May 2022

**Title:** Software Development (Contract)

* Design project websites and applications using HTML, CSS, and JavaScript. Utilized these skills to create user-friendly and interactive digital experiences.
* Developed responsive and visually appealing web pages using HTML, CSS, and JavaScript to ensure seamless user experiences across different devices.
* Optimized website performance by improving load times, reducing unnecessary scripts, and enhancing overall efficiency.
* Integrated third-party APIs and services to expand website capabilities and enhance user experiences.
* Utilized version control tools like Git to track changes and collaborate effectively on development projects.

# SKILLS/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