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| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Osanuyi**  **Osunde**     |  |  | | --- | --- | |  | o.osunde18@gmail.com | |  | (301) 379-6241 | |  | Washington, DC 20011 | | | **Skills**   * E-Procurement/Acquisition: * SAP Ariba Spend Management (Buyer 9.1, Contracts Compliance, Sourcing, Analysis, Invoicing Modules, E-Invoicing Portal, * QualysGuard * BMC Remedy/Remedyforce/ServiceNow * Bomgar * Microsoft Office * Active Directory, SCCM * Adobe Suite * Nessus * CSS, HTML   **Education**  Jericho Christian Academy  Upper Marlboro, MD  *High School Diploma*  Prince George's Community College  Upper Marlboro, MD  *Associates of Science* : Cybersecurity  **Certifications**   * COMPTIA Security + * QualysGuard Certified Specialist | | |  | | --- | | **Professional Summary**  Savvy expert experienced in troubleshooting computer hardware and software issues in customer-focused environments. Possesses comprehensive knowledge of standard operating systems, networking protocols and technical support procedures. Skilled in identifying and resolving complex technical problems. | | **Work History**  NuAxis Innovations - Sr. Tier II Service Desk Specialist  01/2023 - Current   * Complete about 10-30 tickets a day with service now * Responded to user operational issues with desktop computers, laptops and mobile electronic devices to enable problem resolution. * Offered assistance in implementing and developing training programs. * Manage user account with SCCM and DRA * Configure mobile devices and manage account with Azure and Intune * Hardware setups and print mapping. * Maintained servers and systems to keep networks fully operational during peak periods. * Researched and identified solutions to technical problems.   NLRB-OCIO, Global Alliant Inc - SERVICE DESK ANALYST  10/2021 - 12/2022   * Diagnosed and troubleshot hardware, software and network issues. * Removed malware, ransomware, and other threats from laptops and desktop systems. * Installed and configured operating systems and applications. * Tested new software and hardware prior to deployment. * Monitored system performance to identify potential issues. * Broke down and evaluated user problems, using test scripts, personal expertise, and probing questions. * Responded to user operational issues with desktop computers, laptops and mobile electronic devices to enable problem resolution.   The Mindfinders Inc - END USER SUPPORT SPECIALIST  10/2020 - 10/2021   * Utilize standard technology tools such as telephone, e-mail, and web browser to perform daily tasks. * Provide knowledgeable responses to telephone, email or fax inquiries in a courteous and * Professional manner * Follow and utilize established and documented policies, training documents and Standard. * Operating Procedures (SOPs) to ensure service is delivered accurately. * Utilize the internal Entry Tracking System to open, close and document all customer. * Inquiries * Escalate inquiries as needed to the BESST Help Desk Team Leader utilizing the ETS tracking system and including all required documentation. * Maintain up-to-date knowledge of CMS and the HETS application regulations and policies as they apply. * Utilize all customer communication updates, SOPs, training documents, on the job training and refresher training to ensure level of knowledge is current and optimized. * Report any risks that could negatively impact the program to the BESST Team Leader or   District Of Columbia Government - TIER 2 TECHNICIAN ANALYST  Washington, DC • 05/2014 - 10/2021   * Assisted in the successful system upgrade; assisted end users with new requirements. * Provide support for the District's 4000+ end user and 50000+ suppliers. * Managed and responded to helpdesk tickets in Remedy Force console for end users across the district within 3 business days. * Resolved a high volume of functional and technical issues in conjunction with the technical team. * Provided LANDESK/BOMGAR support to end users for hands on assistance and demonstrated procedures. * Collaborated with Finance helpdesk and Procurement helpdesk to satisfy end user requests. * Generated, evaluated, and submitted data reports from the procurement system and RemedyForce. * Tracked and reported trends from Remedy reports to alert the team of any major trend or district wide emergency. * Raised enhancement requests to improve the user's experience. * Interact with the stakeholders by means of interviewing, preparing questionnaires and obtaining feedback. * Submit Data System Change Requests for system defects and enhancements. * Gathered the requirements necessary for the resolution to move forward to production. * Tested system enchantments, creating manual test scripts and exciting test plans. * Participated in unit, system, and UAT testing with the developers. * Coordinated between PASS end users and team to resolve issues such as agency creation, address changes, mergers. * Created and presented training materials (Job aids, HOW-TOs, FAQs, Standard Operating Procedures (SOP)) * Traveled to agencies to assess how the Ariba Buyer, Sourcing, and Contracts modules can be customized to better support agency's needs. * Administered on site trainings educate end user and other stakeholders.   **GARAGE MANAGER, PENN PARKING**  *SILVER SPRING , MD 2015-2017*   * Responsible for opening garages and setting up cashiers to start shift. * Maintain daily paper work. * Troubleshoot entrance/exit gates. In charge of inventory and counting tills. * Interact with patron and leadership on regular basis and report on daily operations.   CASHIER, WHOLE FOODS ; ANNAPOLIS , MD — 2014-2015  • Greet guests in a timely manner  • Take care of any concerns a guests may have  •Show knowledge of brand and communicate to guests as needed • Securely complete sales for guests in a timely manner  • Keep all surround areas clean and organized  FIELD MARKETER, THOMPSON CREEK WINDOWS; LANHAM , MD — 2013-2015  • Pitch to potential buyers  • Set/book 10-15 buyers weekly  • Provide literature and knowledge of the company standards and service. | |

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