**SKILLS:**

TCP/IP Print Management Active Directory RemoteTech

Software Installation Hardware Configuration VPN Connection Interpersonal Skills NIC Installation Data Backup and Recovery MS Office Suite Time Management

Windows Server 2012 Cloud Computing (ASW) VPN Connection Tolerant & Flexible

Slack, Atera, & ITGlue Microsoft Windows Communication Skills

**CERTIFICATIONS:**

AZ-900: Microsoft Azure Fundamental TestOut Certfied Network Pro. TestOut Client Pro.

TestOut Certfied PC Pro. TestOut Certfied Security Pro. First Aid CPR Level C with AED

**EDUCATION:**

BRIGHAM YOUNG UNIVERSITY IDAHO (BYUI), USA

Bachelor’s Degree in Information Technology – Student

ABIA STATE POLYTECHNIC ABIA STATE, NIGERIA 2010

National Diploma in Accounting

**PROFESSIONAL EXPERIENCE:**

**Delivery Driver/Installer Xerox –** Red Deer – Alberta 2022

* Connected and installed machine at Servus Credit Union.
* Printed NIC page used for configurations.
* Ensured machines to the appropriate network.
* Assembled and disassembled printers at customer locations.
* Loaded and secured machines on delivery trucks.
* Contacted and scheduled deliveries with customers.
* Arranged and delivered machines in timely manner.
* Responded to customers needs in a polite and respectable manner.

**Computer Technician (On call) –** Kelly Services – Red Deer, Canada 2020 - 2022

* Installed, tested, supported, troubleshooted and repaired end-user technology.
* Provided technical support on-site, remote, phone and email.
* Installed Cisco AnyConnect, setup and troubleshooted VPN connect related issues.
* Installed, operated, navigated, and troubleshooted Windows software or applications.
* Routinely applied problem analysis and troubleshooting procedures to resolve customer problems
* Maintained inventory of IT equipment and ensure deployment and replacement.
* Answered phone calls, tickets, and emails pertaining to client’s technology issues/questions.

**Master Control Operator** **–** Nexstar Media Group – Utah, USA 2016 – 2018

* Updated and maintain signal control systems.
* Maintained programming logs as required by station management.
* Monitored strength, clarity and reliability of incoming and outgoing signals.
* Migrated company data to network drives.
* Configuration and setup of network printers, local printers and scanners.
* Troubleshoot when required.

Portfolio Link: https://standanalyst.github.io/wdd130/my\_portfolio/index.html