Anthony Ughanze

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**Summary**

Skilled I.T support technician with experienced in computer hardware, Network structure support and management systems. Quick to learn and adapt to new systems and composed under high pressure.

**Highlight**

* Project Management
* VMware Hypervisor
* Knowledge in TCP/IP configuration
* Communication and Interpersonal skills
* Microsoft Office Suite
* Analysis and Reporting
* Microsoft Active Directory
* Mobile Device Management
* New site deployment and post support.
* DNS/DHCP
* Knowledge on SQL
* Windows 7/10 management
* Image Deployment
* VLAN Management and Deployment
* Interpersonal Skills
* Oversaw the restructuring of the wireless access network at Roman Catholic high school.

**Experience**

**Salus University (April 2019 – Till date)**

Support Specialist (Classroom Technologies and Helpdesk Support)

* Tier 1 Support
* Phone support

At Salus University I got introduced to a far much complex structure and made to understand how each department is able to assist others.

**Roman Catholic High School (Mar 2015- April 2019)**

Position: System and Network Administrator/Director of Technology

* Project Management
* Planning and implementation of network topology
* Troubleshooting and Diagnosis of Network problems
* Management of WAN networks
* Train and mentor Tier 1 and Tier 2 helpdesk technicians.
* Set up of workstations and installation of software
* Manage and build Windows servers in VMware environment.
* Configuration and implementation of remote management software
* Website Manager
* Setup and management of technologies in the classroom
* Creating of Active Directory users and policy assignment
* Using of Acronis to deploy system image
* Switch Configuration
* Good communication and professional relationship with coworkers.
* Management of WLAN, Setting of Security and Deployment

Summary

Roman Catholic High School actually exposed me to several aspects of the I.T world; each day came with a different challenge, which I learnt from to get better. The most valuable skill I acquired from Roman Catholic High School would be; being able improvise and make the most out of any situation.

**TBS Industries (Feb 2014- Mar 2015)**

Position: PC Technician

Duties included

* Trouble shooting of and refurbishing of PC’s
* Given analysis and report of the work done.
* Stocking and reporting of inventory
* Testing of Hardware

**Certification**

**Network +** certification

**Education**

Lincoln Technical Institute

Community College of Philadelphia