

# Charles Uzoma

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## PROFILE

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Customer-focused IT Support Specialist with over 3 years of experience delivering Tier I & II technical support in high-volume environments. Proven track record of improving issue resolution time, increasing device uptime, and ensuring seamless end-user experiences across Windows, macOS, mobile, and A/V systems. Skilled in incident management, device provisioning, and MDM platforms such as JAMF. Strong troubleshooting ability with a service-first mindset and measurable results in hardware/software support and system optimization.

## EDUCATION

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### MS Computer Science

Western Illinois University

08/2022 – 05/2024  
Macomb, United States

GPA 3.727/4.00

- *Relevant Coursework:* Operating Systems, Computer Networks, Computer and Information Security, Data Structures and Algorithms, Software Engineering, Database Systems

### Bachelors of Technology in Computer Science

Federal University of Technology Owerri

11/2012 – 11/2017  
Imo State, Nigeria

GPA 4.32/5.00

## PROFESSIONAL EXPERIENCE

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### Field Support Service Technician

Wynndalco Enterprises

09/2024 – present  
Chicago, USA

- Delivered Tier 1 and Tier 2 support for end users across multiple client locations, achieving a 95%+ first-call resolution rate
- Resolved issues across Windows, macOS, iOS, and Android environments, including hardware failures, OS errors, and connectivity issues
- Managed imaging, deployment, and configuration of endpoints (desktops, laptops, switches, iPads) using MDM tools (JAMF Pro) and Windows Deployment Services
- Handled Active Directory user and group management (password resets, account creation, permission updates)
- Logged and prioritized incidents via ServiceNow, consistently closing tickets within SLA windows
- Conducted onsite network device setup and physical troubleshooting of switches and access points
- Improved IT asset tracking accuracy by 25% through enhanced documentation and hardware audits

### IT Support Specialist / Student IT Manager

SODEXO USA – Western Illinois University – Macomb, IL

08/2022 – 05/2024  
Macomb, United States

- Provided hands-on technical support to 10+ campus departments, including help desk operations, printer configuration, and POS troubleshooting
- Supported users with Windows and macOS systems, software installation, network access, and mobile device setup
- Led weekly operations meetings with IT and safety teams, standardizing procedures and improving incident response
- Maintained and supported POS terminals, receipt printers, and AV solutions in campus dining and event venues
- Documented technical processes and knowledge base content for faster onboarding and issue resolution
- Diagnosed local network issues (e.g., DHCP/IP conflicts, switch port failures) and escalated Layer 3 concerns

## **IT Support Specialist**

*SeedFi*

06/2020 – 07/2022

Lagos, Nigeria

- Responded to over 50 tickets weekly through phone, email, and remote tools, covering OS, connectivity, and application support
- Supported enterprise environments using G Suite, Microsoft 365, and cloud storage systems
- Installed and maintained laptops, desktops, Chromebooks, and mobile devices across multiple departments
- Provided AV and video conferencing support (Zoom, Teams) in shared meeting spaces and executive offices
- Assisted with onboarding, including new user account setup in Active Directory and provisioning software licenses
- Implemented Office 365 deployment, reducing tech-related productivity issues by 20%

## **HelpDesk Associate**

*CYBERSOC AFRICA*

02/2019 – 05/2020

Lagos, Nigeria

- Delivered frontline support for software, network, and hardware incidents in a fast-paced IT service desk environment
- Triageed and escalated critical issues, reducing downtime and ensuring SLA compliance
- Maintained and updated internal documentation and FAQ resources, shortening average resolution time by 25%
- Supported classrooms and training rooms with AV setup (projectors, smartboards, webcam configurations)

## **SKILLS**

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### **Certifications**

- CompTIA A+, CompTIA Network+, CompTIA Security+, ISC2 Certified in Cybersecurity, Google Cybersecurity Course (Coursera)

### **Operating Systems**

- **Operating Systems:** Windows XP, 7, 8/8.1, 10, Server 2016/2012r2, macOS, iOS, Android

### **Networking & Security Fundamentals**

- **Networking:** TCP/IP, DHCP, DNS, VLANs, IP configuration, LAN/WAN, routers, firewalls

### **Tools**

- Active Directory, Group Policy, ServiceNow, JAMF Pro (MDM), Remote Desktop, TeamViewer (familiar), PXE (reimaging), Antivirus Software

### **Software**

- Microsoft Office 365 (Word, Excel, Outlook, PowerPoint), G-Suite, SharePoint (familiar)

### **Programming / Scripting Languages**

- Python, Java

### **Cloud Platform**

- Microsoft Azure

### **Hardware**

- Desktops, laptops, tablets, printers, scanners, iPhones, iPads, networking equipment troubleshooting