

Kingsly Nwankpah

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SUMMARY:

Trusted and hard-working employee who excels in a fast-paced work environment. Recently completed an internship where I was able to utilize MongoDB, Python, Java, API and much more. I don't want to lose those skills. Therefore, I am seeking a position which will enable me to grow within a solid company. Always willing to go the extra mile, looking to be part of a great team.

EDUCATION:

Rowan University

Bachelor of Art in Computing & informatics

Glassboro, NJ

May 13th, 2022

- Concentration in Cyber Security
- Certificate Management Information System

SKILLS:

Programming Languages: Java, Python, C, C++, HTML, JavaScript, PHP, MySQL, Windows, Linux, Unix, Application programming interface (API)

Microsoft Databases: MySQL, Oracle, MongoDB, Neo4j, Microsoft Office 365

Skills: Computer & technical knowledge, Computer setup & Problem-solving Skills, Software development, Mathematics, Web programming, Database systems, Human computer interaction, Team Working & Communication skills, Critical thinking, Hardware, and software installation, Microsoft Office, Relationship Building, **Service Now Ticketing System**, Technical Presentations, Client Relationships, Troubleshooting

WORK EXPERIENCE:

Radius Global Solutions LLC

Technical Support Analyst

(Remote contract)

August 2022- Current

- Consistently deliver excellent customer service as first level telephone, digital communication, and walk-in support contact.
- Document, track, monitor, and follow up on all assigned issues ensuring timely resolution to include but not limited to **Application support**, Hardware support, Phone swaps/support Workstation / laptop configuration Workstation, password resets/ laptop imaging Printer / copier service.
- Work with senior level technicians and specialists to escalate Level 2 and above issues to appropriate support groups.
- **A solid understanding of core technologies and troubleshooting methodologies** in the area of information systems.
- Other duties and responsibilities as assigned.

STEM Academy

Desktop Support Specialist-Intern
2022

Glassboro, NJ

September 2021- January

- Assisted with application implementation and daily priority processing to complete the assigned daily tasks.
- **Identify, research, and solve technical problems as a team and individual.**
- Created and maintain virtual machines for different departments on Windows computers while managing user compliance, device use acceptability, and network quotas.
- Used Bitdefender Gravity Zone to monitor and patch more than 200 endpoint vulnerabilities. Provided exemplary professional technical support for users of all professional levels with excellent customer service, IT support and troubleshooting for employees and suppliers

TechData

IT Computer Specialist-Intern

Glassboro, NJ

June 2020- January 2021

- Created a website using code languages such as Javascript and python PHP and others such as SQL base and MongoDB.
- Used advanced programming such as **python** to build and create the website through mainly coding.
- Gained a lot of knowledge that can be used for scanning, creating functions, and doing malware analysis
- **Used MongoDB to obtain a database from my API, (Application programing interface) API was used for is software intermediary that allows two applications to talk to each other.**
- Created a website using the following languages: JavaScript, Python, PHP, SQL base Mongo DB Used MongoDB to acquire data in API configuration.