Destaing Ogu

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Hyattsville, MD, 20785, US

Tech-savvy IT professional with hands-on experience in system and network administration and top-level IT support that spans desktop, software, and hardware. Proven success diagnosing, repairing, and maintaining desktops, Windows servers, and active directory services, installing hardware peripherals, updating desktop/server software, and assessing system-level failure modes and technical risk. Skilled at installing, troubleshooting, and updating operating systems and printers, managing windows file systems, providing desktop support services, and troubleshooting technical issues. Elite communicator and problem-solver, speaking the language of people and technology, with ability to build robust rapports with technical teams, end users, and clients.

Technical Proficiencies

Familiarity with most ticketing systems especially ServiceNow, RemedyForce and Zendesk, creating user accounts, deploying software updates and general escalation tools. Providing excellent technical expertise related to Microsoft Products like Microsoft Office (Teams, Outlook, OneDrive, etc), Windows operating systems, as well as other related Microsoft applications.

Excellent Networking experience, mapping to Network Drives, Mapping Printers and providing assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.

Career Experience

Office Of The Chief Technology Officer, March 2022 – Present
IT Support Specialist

- Solves basic technical problems and investigates elevated issues.
- Executes triages and provides technical assistance in a multi-tiered platform environment.
- Provide direct desktop support and supports Microsoft based hardware/software such as, Microsoft Windows Operating Systems (Windows 2000, Windows XP, and Windows 7) Apple Operating Systems (*Mac OS 9 —IO.X.X and higher), Microsoft Office Suite applications (Microsoft Office 2000, XP, 2003, 2007 and 2008-Mac Only)
- Build relationships using superior customer service skills while working in a dynamic environment, handling multiple incidents simultaneously with a remote- control tool such as LANDesk, Apple Remote Desktop, DameWare or Remote Desktop or an equivalent.
- Receive technical service requests from customers through either Teams, Chat, or phone call, and must troubleshoot, resolve or escalate the issues in a timely fashion.
- Troubleshoot connectivity issues directly correlated with data port activation, toning and tracing data lines from the port to patch panel.
- Assist with network switch\router connectivity issues.
- Work with wireless profile configuration, including user authentication to secure wireless networks, connectivity issues between mobile devices and WAPs.

- Provide installation and support of specialized applications that are utilized by the various agencies supported by our program.
- Strong organization and administrative skills, time management skills, and can multi-tasks: handling several requests simultaneously. Troubleshoots PC\MAC, Network Printing Devices, and Local Printing Devices.
- Provide direct desktop support and administration to assigned District government agencies.
- Maintain service level agreements related to both Call Center and Desk Side support Service/Incident requests
- Adhere to all Enterprise-wide security policies related to security and integrity of District-owned Resources

Dantech Corporation Inc, Washington, DC July 2021 – March 2022
Technical Support Specialist Call Center

- Answer calls in a dynamic IT operation environment, supporting multiple agencies throughout Washington, DC
- Provide desktop support for technical issues in a call center environment as well as off-site locations throughout the District of Columbia
- Log and route service requests and incidents in an incident management system
- Create and maintain knowledge articles in the agency's knowledge management system on a daily basis.
- Provide technical expertise related to Microsoft Products, such as Microsoft Office Windows operating systems, as well as other related Microsoft applications.
- Troubleshoot issues related to agency specific applications and web applications and provide technical support for mobile devices, such as iPads, iPhones, Android devices and tablets.
- Maintain service level agreements related to both Call Center and Desk Side support service/Incident requests.
- Provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating system.
- Provide service and preventive maintenance activities on terminals, printers, personal computers basic knowledge of electrical/mechanical principles and basic electronics.
- Make appropriate use of reference publications and diagnostic aids in resolving technical problems.
- Provide accurate and complete answers to general use and 35 administrative environment questions in a timely manner.
- Implement shared software, such as operating systems, configuration management tools, application and development tools, testing tools, compilers, and code editors.
- Communicate accurate and useful status updates.
- Manage and report time spent on all work activities while working in a team environment.

C&G Thrift Shop (Electronics and Hardware Department), New Carrollton, MD Sept 2018 – June 2021
Lead Hardware / Computer Repairs

Tested, updated, and fixed laptops and desktops for sale, including examining the functionality, security, usability, and stability of system applications. Controlled all endeavors in upgrading OS from windows 7, 8, 10, and Pro. Identified and resolved simple issues before floor display by running diagnostics programs.

- Delivered top-flight customer service to buyers and exceeded client's requirements by installing windows OS.
- Read and comprehend technical service manuals and publication
- Aid with concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems
- Provide service and preventive maintenance activities on terminals, printers, personal computers basic knowledge of electrical/mechanical principles and basic electronics
- Understand basic mathematics to read and understand various gauges, meters, and measurement devices
- Diagnose and repair products by replacing worn or broken parts, and making technical adjustments
- Ensure systems shall operate correctly in current and future environments

Masters Real Estate Company, Silver spring, MD   July 2015 – June 2018

IT Junior Security Administrator

Managed and realized the successful installation of security tools, including firewalls and peripherals to protect system against viruses, worms, spyware, and other unwanted programs. Delivered expert-level technical support to end users in resetting the password via Active Directory as well as confirmed the audit implementation as per FISMA standards.

- Ensured the operational delivery of desktop with proper software updates to streamline IT functions.
- Mitigated security breaches through regular network monitoring as well as minimized the impact of risk and threats with organizations' cyber security plan execution.
- Answer questions or resolve computer problems for clients in person, via telephone or from remote location
- Make appropriate use of reference publications and diagnostic aids in resolving technical problems
- Assist in coordination of changes, upgrades, and new products
- Implement shared software, such as operating systems, configuration management tools, application and development tools, testing tools, compilers, and code editors
- Communicate accurate and useful status updates

Professional Healthcare Resources, Washington, DC   Sept 2013 – June 2015

IT Helpdesk

Responded to calls in a professional and polite manner as well as input data via the ticketing system to deliver unique value proposition to customers. Created important office documents by using Microsoft office. Held the responsibility for sorting, organizing, and distributing mail along with overseeing conference room calendars and scheduling.

- Standardized office documents via Microsoft office suite to develop an efficient communication within the department.
- Answer questions or resolve computer problems for clients in person, via telephone or from remote location
- Communicate accurate and useful status updates
- Manage and report time spent on all work activities
- Work in a team environment

American Campus Community, PA   **Aug 2009 – Aug 2013**

Community Assistant

Kept abreast the residents with room condition reports (RCRs) and important issues along with implemented university policies and procedures to align operations with organizational standards. Steered efforts towards documenting incidents, conducting program evaluations, and submitting reports in a timely manner.

- Led, coached, and enabled the coworkers in efficiently using office software to realize seamless working operations.
- Played a key role in promoting the value and acceptance of diversity within the residential community.

Education

Information Technology Systems Administration, Graduate: 2019
Raleigh, NC

Bachelor of Science in International Relations, History
The Pennsylvania State University, State College, PA

Professional Certifications

Comptia A+
Comptia Security+
MTA Mobility
MTA Security