

# Ugochukwu O. Nwanaforo

## IT Specialist

Results-oriented cloud engineering student with a strong background in information technology and hands-on experience in troubleshooting hardware and software issues, installing and configuring software, and maintaining security. Demonstrated ability to adapt to new technologies and environments quickly with a commitment to continuous professional development. Proven track record of providing exceptional help desk support to end-users. Adept at communicating technical information to non-technical users. Seeking to leverage my technical skills and passion for innovation in a challenging role that fosters growth and contributes to organizational success!

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 Jacksonville, FL | Open To Relocation

 July 02, 1998

## EDUCATION

### Bachelor of Science, Cloud Computing (In Progress)

Western Governors University (WGU)

07/2025 - 01/2026

In Progress

- Bachelor's degree program start date: July 1, 2025

## WORK EXPERIENCE

### Level II Helpdesk Technician

Valor Intelligent Processing VIP

09/2020 - 01/2025

Jacksonville, FL

An MCI Company

Responsibilities:

- This remote call center role was one of my most educational and rewarding positions. As a Level II Helpdesk Technician servicing K-12 (Stride), Puretalk Wireless, and Altice USA (Optimum), I provided technical support to internal users via phone, email, and chat, assisting with system administration tasks such as managing Active Directory accounts, configuring user permissions, and troubleshooting authentication issues. I was responsible for imaging PCs, deploying software updates, and maintaining workstation configurations while documenting all support requests in a ticketing system. Additionally, I assisted with basic network connectivity troubleshooting and escalated complex issues to higher-level support teams when necessary. This role strengthened my technical expertise and problem-solving abilities, making it a pivotal experience in my professional growth due to the skills I've retained.

### Account Management I

ADT Security Services

07/2017 - 08/2019

Jacksonville, FL

IT Security Company

Responsibilities:

- As an account management agent at ADT my primary focus was retention and customer technical support. I provided assistance regarding security systems by troubleshooting and resolving technical issues related to alarm systems, cameras, and other equipment. I answered inquiries via phone, chat, or email, offering guidance on product features and services, and assisted with the installation process to ensure customers understood how to use their equipment. Additionally, I conducted follow-up calls to ensure customer satisfaction, resolved any issues, and maintained accurate records of customer interactions and technical problems for future reference. My role combined technical knowledge with customer service skills to create a positive experience for customers. I also retained ADT customers by problem-solving and de-escalating issues, reviewed contacts for accuracy, updated account information, and participated in internal quality improvement teams to enhance departmental efficiency.

## SKILLS

Knowledgeable in operating system architecture and functionality: Windows 7, 8, 10, and 11, macOS, Linux, ChromeOS

System Administration    CLI    Microsoft Windows Server

Active Directory    Ubuntu Server    VirtualBox    VMware

Proficient in the imaging and re-imaging of Windows, macOS, and Linux operating systems utilizing network-based (PXE), system imaging tools, virtual machine templates, disk cloning, and USB imaging methods

Hardware: Desktops, Laptops, Printers, Scanners, Mobile Devices

Networking: TCP/IP, LAN/WAN, DNS, DHCP, VPN, Firewall

Exceptional interpersonal and communication skills, facilitating effective teamwork and problem-solving

## PROJECTS

Explore My Projects ~ MyePortfolio.blog

## CERTIFICATIONS

CompTIA A+ (03/2025 - 05/2028)



CompTIA Network+ (05/2025 - 05/2028)



CompTIA Security+ (04/2025 - 04/2028)

