

Anthony C. Njoku

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Education

Aug. 1997-July 2002 **Howard University** *Washington, DC*
Computer-Based Information Systems Major BBA: August 2002
Certificate in **Web Design** from Howard University Continuing Education Department

Objective

To obtain a position that allows me to help people better understand and use Information Technology

Work Experience

Oct 2010-Present **Howard University** *Washington, DC*
Mobile Device Support Technician

- Diagnose issues with laptops, tablets and smart phones as needed
- Analyze, troubleshoot and solve non hardware-related mobile device issues for HU students faculty & staff
- Provide IT quotes and suggestions for optimal and cost-effective IT solutions
- Author solution documents for knowledge database concerning Mobile Devices
- Assist customers with data backup and operating system reinstalls
- Accurately entered, logged work notes

June 2009-July 2010 **Kforce** *Washington, DC*
IT Support Technician (Tier II) Department of Homeland Security (DHS)

- Imaged, re-imaged & deployed desktops and laptops as needed
- Analyzed, troubleshoot and solved IT related issues from DHS clients in respect to DHS policy
- Promptly responded to assigned tickets and follow-up until resolved
- Utilized Remote Desktop to access customer computers to assist and install software
- Accurately entered, logged work notes & resolved tickets in Remedy 7.1 ticket system
- Assisted customers with DHS security program initiatives such WinMagic and ActivClient

Feb 2009-June 2009 **Apex Systems Inc.** *Pentagon, VA*
Help Desk Specialist (Tier I) Office of the Secretary of Defense (DOD)

- Analyzed, troubleshoot and solved IT related issues from OSD clients in respect to DOD policy
- Promptly responded to customers that call-in and follow-up until resolved
- Utilized Dameware 6.7 to remote-in to user computers to assist and install software
- Accurately entered and logged work notes into Remedy 6.03 ticket system
- Assisted in account management in respect user login and global account information
- Assisted customers with DOD security program initiatives such Data Armor and ActivClient

April 2008-Feb 2009 **System Integration & Development** *Washington, DC*
IT Coordinator Office of Labor Management Standards (DOL)

- Analyzed, routed, and troubleshoot of emails from OLMS clients
- Promptly respond to customers that submit their questions electronically
- Log software bugs and route to development team
- Accurately keep metrics and inventory for management analysis and to track my own progress
- Assist in account management in respect to permissions and access for DOL customers nationwide

May 2007-April 2008 **CACI** *Fairfax, VA*
Help Desk Specialist (Tier I) Tracker Help Desk (DEA)

- Analysis, routing, and troubleshooting of calls from DEA clients concerning web-based applications
- Promptly respond to customers that submit their questions electronically
- Accurately keep metrics for management analysis and to track my own progress
- Sort through and clean-up inactive accounts from 6,000+ user list

Mar 2007-May 2007 **CACI** *Arlington, VA*
Help Desk Specialist (Tier I) HQ Help Desk (DEA)

- Analysis, routing, and troubleshooting of calls from DEA clients concerning hardware and software
- Querying of old trouble tickets and service requests to insure their completion
- Promptly respond to customers that submit their questions electronically
- Accurately keep metrics for management analysis and to track my own progress

Jan 2007-Mar 2007 **CACI** *Pentagon, VA*
Desktop Technician (Tier II) SDC Surge Project (US Air Force)

- Effectively deploy the updated SDC (Standard Desktop Configuration) on Air Force PCs
- Effectively train new employees
- Duplicated IDE & SATA hard drives for the SDC Surge Project as needed
- Responsibly managed 9 subcontractors as Acting CACI site supervisor

Apr 2006-Dec 2006 **CACI** *Crystal City, VA*

Help Desk Specialist (Tier I) OPNAV/DNS (US Navy)

- Effectively answer and resolve tier I helpdesk calls from Active duty and Retired Navy Admirals and staff
- Querying of old trouble tickets and service requests to insure their completion
- Promptly respond to customers that submit their questions electronically
- Accurately keep metrics for management analysis
- Perform updates to web documents and databases in chronological increments

Oct 2001-Apr 2006

Howard University

Washington, DC

Junior Systems Analyst - Physical Facilities Management (P.F.M.)

- Developer of server-side applications in Perl, JavaScript, SQL and HTML for Howard University's Online Physical Facilities Management (PFM) Information Systems
- Web Designer (PFM website – www.pfm.howard.edu)
- Participation in full Life Cycle implementation of the Online Work request system
- Trainer for Online Work Request System users
- Project-specific consulting and managerial duties
- Various Network Security duties (Firewall Maintenance, Anti-virus management & training)

Clearances Held

- DOD Secret (2006)
- DOJ Secret (2007)
- DHS Secret (2009)

Activities

- Professional conga drummer & musical composer, Amateur photographer & graphic designer