Daniel Okonkwo

Desktop Support Lead | Senior IT Support Specialist | IT Technician

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PROFESSIONAL SUMMARY

Senior IT support specialist and desktop team lead with twelve years supporting hospitals, law offices and manufacturing sites. Builds onboarding and device processes that scale, runs the service desk's escalation path and handles vendor and hardware refresh projects.

PROFESSIONAL EXPERIENCE

Desktop Support Lead

Jan 2021 — Present

Scioto Valley Medical Group · Columbus, OH

- Lead six desktop technicians supporting 2,500 users across a hospital and 14 clinics, setting ticket triage rules and weekly backlog reviews.
- Planned a 1,800-device Windows 11 upgrade using SCCM and Intune co-management, scheduling clinical areas around shift changes so no unit lost workstations mid-shift.
- Built a role-based onboarding workflow with HR that provisions accounts, licences and devices before day one, ending first-week login problems for new clinicians.
- Rewrote the knowledge base around the top 40 ticket types, which let tier 1 close more issues without escalating to desktop support.

Senior IT Support Specialist

Mar 2017 — Dec 2020

Hocking & Reyes LLP · Columbus, OH

- Supported 180 attorneys and staff, including document management, dictation hardware and courtroom laptops prepared before every trial.
- Rolled out MFA and BitLocker across the firm with a training plan for partners, reaching full coverage before a client security audit.
- Managed the printer and copier contract with the vendor, consolidating devices and moving the firm to secure pull printing.

IT Technician

Jun 2014 — Feb 2017

Buckeye Precision Components · Dayton, OH

- Maintained shop-floor PCs and label printers on three production lines, coordinating repairs with supervisors to keep downtime short.
- Imaged and deployed workstations with WDS and documented the build standard used by the next two technicians hired.

EDUCATION

BS, Information Technology — Great Miami State University *2014*

SKILLS

Technical: Service desk leadership, Microsoft Intune, SCCM / MECM, Microsoft Entra ID, Active Directory and Group Policy, PowerShell automation, ServiceNow, Endpoint security, Hardware lifecycle, Vendor management, Knowledge management, Mentoring

Certifications: CompTIA A+ · CompTIA Security+ · ITIL 4 Foundation · Microsoft 365 Certified: Endpoint Administrator Associate