

Constance Opara

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SUMMARY

IT Support Specialist with hands-on experience in remote troubleshooting, help desk operations, and endpoint management across Windows and Linux environments. Proficient in user onboarding, ticketing systems (Spiceworks), Microsoft 365 admin, and technical issue resolution. Skilled in customer communication, documentation, and delivering consistent Tier 1/Tier 2 support. Proven ability to maintain uptime, secure systems, and assist users in fast-paced environments.

EDUCATION

Houston City College	TX
Associate of Applied Arts & Science, Computer Systems Networking (Cybersecurity)	May 2025
Loughborough University	UK
Master of Science, Networked Communication	Nov 2011
Federal University of Technology Owerri	Nigeria
Bachelor of Engineering, Communications Engineering	Nov 2006

CERTIFICATIONS

Certified in Cybersecurity, ISC2	Sept 2025
AWS Certified Solutions Architect Associate	Jun 2023

HANDS-ON PROJECTS & PRACTICE

- **Help Desk Ticketing System (Spiceworks):** Simulated real-world ticket workflows: Created, categorized, and resolved support issues. Tracked response and resolution times, mimicking SLA expectations in corporate environments.
 - **Remote Troubleshooting with AnyDesk:** Delivered remote support by diagnosing and resolving desktop issues, software installations, and basic file system tasks. Assisted with mock onboarding sessions, setting up user environments, and profiles
 - **Windows 11 & Endpoint Security Support:** Resolved OS errors, applied updates, and configured user accounts and group permissions. Tested antivirus responses using Microsoft Defender and documented outcomes
 - **Technical Documentation & SOP Creation:** Built a 'Help Desk Journal' using OneNote to document recurring issues, troubleshooting workflows, and software how-to guides. Created internal guides to streamline IT support operations for future use.
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CORE SKILLS

- **Help Desk Support:** Ticketing (Spiceworks), SLA tracking, issue triage, user onboarding/offboarding
- **Remote Support:** AnyDesk, remote file transfer, software installs, desktop troubleshooting
- **Operating Systems:** Windows 11, Linux command-line, Mac OS (basic familiarity)
- **Endpoint Management:** Microsoft Defender, Windows updates, antivirus configuration

- User Support & Communication: Clear documentation, email troubleshooting, printer/device setup
- System Tools: Microsoft 365 Admin Center, Notion, OneNote, Active Directory (learning)
- Network Configuration & Diagnostics Lab: Designed and implemented small office/home office (SOHO) networks using Cisco IOS; performed TCP/IP troubleshooting with ping, tracert, nslookup, and Wireshark packet capture.