

LAWRENCIA AGYEMANG  
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## Professional Summary

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- Consistently praised for communicating effectively with both technical and nontechnical users.
- Experience with Office 365, Microsoft Exchange, Active Directory Users and Computers
- Quickly learn and master new technology, equally successful in both team and self-settings
- Excellent writing/documentation, communication, analysis and organizational skills

## Technical Expertise

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- Software: MS Office (Word, Excel, Outlook), VMware, Microsoft Exchange, Cisco AnyConnect
- Programming Experience: C++, HTML, PHP, SQL, Oracle
- Hardware: PCs, Laptops, Printers, Routers, Modems
- Platforms: Windows (XP, 7, 10, and 11), Mac, Linux, Windows Server 2012

## Education

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**Old Dominion University, Norfolk, VA**

**Graduation: August 2022**

Bachelor of Science in Cybersecurity

**Certification:** Security +

## Professional Experience

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**Student Help Desk**

**January 2019 - May 2022**

Old Dominion University, Norfolk, VA

- Documented all incoming helpdesk tickets and attempt to resolve or escalate
- Followed instructions and pre-established guidelines to accomplish my tasks
- Onsite as needed and offsite Service Desk support
- End user support for all desktops, laptops, and mobile devices.
- Microsoft Windows Server infrastructures support for basic roles. (AD, DHCP, DNS, File, Print)
- Virus removal and protection with various small business and Enterprise level products.
- Hardware failure diagnosis on desktops, laptops, and servers.
- Network hardware support; routers, switches, wireless technology.
- Various VPN Configurations

**IT Help Desk Intern****June 2022 -Present**

Eagle Hill Consulting, Crystal City, VA

- Unpack, configure, and image server, desktop, and laptop computers.
- Build, install, maintain, analyze, troubleshoot and repair computer systems and related hardware.
- Resolve problems with malfunctioning products in a timely manner.
- Evaluate issues which cannot be resolved in a timely manner or complex situations.
- Monitor the ticketing system, and ensure all tickets are completed as quickly and completely.
- Assist critical systems team with on-site installations and repairs/replacement of server farm equipment.
- Escalate any issue which cannot be solved by local desktop support.
- VPN Configuration