

# Jide Akanni

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## CERTIFICATION

- Envelope Professional, February 17, 2021
- Building Analyst, February 05, 2021
- CompTIA Security+ Certified, September 03, 2020
- Lean Six Sigma White Belt, September 19, 2018
- Cisco Certified Entry Network Technician, February 11, 2015

## EDUCATION

**North Carolina A&T State University**, Greensboro, NC  
Bachelor of Science, *Information Technology*

## WORK EXPERIENCE

**Arthur Engineering Services**, Washington, DC January 2020-Present  
*Information Technology Consultant*

- Driving the adoption of forward-thinking technology in a rapid growth environment.
- Identifying unique cutting-edge solutions to business problems leveraging technology.
- Providing high touch white glove responsive support to executives, executive assistants, and staff.
- Troubleshooting day to day technical issues and assisting with daily requests.
- Creating new users, configuring laptops, and setting up their desks/workstations.
- Training and assisting on use of tools and technology to meet business needs.
- Documenting assets, configurations, passwords, processes, etc. and maintaining current and accurate documentation.
- Assisting with strategic branding and marketing plans for profitability and business development.

**Booz Allen Hamilton**, Washington, DC June 2017 – August 2019  
*Computer Systems Analyst*

- Created, tested, maintain a Tableau dashboard to assist federal agency CIOs in maturing enterprise IT and tracking compliance with complicated federal IT governance like FITARA, DCOI, FISMA and the DATA Act.
- Utilized agile development to implement innovative strategies and deliver a product that evaluated agency performance, allowing comparisons in the federal marketplace.
- Worked on improving automated transcription methods of historical text through dataset development.
- Created and modify the dataset to improve machine learning accuracy and enhance OCR technology by using already transcribed documents to streamline transcription of more historical documents.
- Consult with management to ensure agreement of applied innovative technology for natural disaster relief to decrease response time and increase response accuracy.
- Develop, document and revise system design procedures, test procedures, and quality standards that provides real-time data visualization for first responders.
- Troubleshoot program and system malfunctions to restore normal functioning.

**N.C A&T Office of Career Services**, Greensboro, NC August 2015 – May 2020  
*Information System Analyst*

- Maintain and administer computer networks and related computing environments including computer hardware, systems software, applications software, and all configurations.
- Perform data backups and disaster recovery operations.
- Diagnose, troubleshoot, and resolve hardware, software, or other network and system problems, and replace defective components when necessary.
- Configure, monitor, and maintain email applications or virus protection software.
- Operate master consoles to monitor the performance of computer systems and networks, and to coordinate computer network access and use.
- Monitor network performance to determine whether adjustments need to be made, and to determine where changes will need to be made in the future.
- Plan, coordinate, and implement network security measures to protect data, software, and hardware.