DICKSON OJAMA

IT SUPPORT TECHNICIAN | LEVEL 1 / LEVEL 2 SUPPORT
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PROFESSIONAL SUMMARY

CompTIA A+, Network+ and Security+ certified technical support professional with three years of paid support experience across desktop, application, account-access and connectivity issues, and more than seven years of customer support across industries including transportation and technology. Provides first and second-level support by phone, email and chat, resolving 99% of tickets on first contact at Intelcia and 85%+ at Teleperformance. Explains technical problems in plain language and stays calm with frustrated users. Builds systems administration and identity skills in a personal home lab: a two-domain-controller Windows Server 2025 forest extended into Microsoft Entra ID and Intune, automated with PowerShell and Microsoft Graph.

TECHNICAL SKILLS

Desktop and service desk: Windows 10/11, basic macOS, hardware and software troubleshooting, installations, remote support, browser/camera/audio settings; ServiceNow, JIRA Service Desk, incident and request handling, SLA management, escalation triage, root-cause analysis, runbooks, SOPs and knowledge-base articles.

Directory services — lab: Windows Server 2019/2022/2025, AD DS, forests/domains, FSMO roles, OU design, tiered administration, delegated rights, Group Policy hardening, AD-integrated DNS, DHCP, replication troubleshooting and System State backups; dcdiag, repadmin, nltest and w32tm.

Identity and endpoints — lab: Microsoft Entra ID, Entra Connect, password hash sync, Hybrid Join, Conditional Access, MFA, PIM, Administrative Units, dynamic groups, access reviews and account lifecycle automation; Intune MDM/MAM, Autopilot, BitLocker key escrow, Windows LAPS, update rings, Win32 app packaging and SharePoint/Teams governance.

Scripting: PowerShell 7.x, Microsoft Graph SDK, Active Directory module and Bash provisioning scripts; working knowledge of Python and JavaScript, including self-built tools.

Networking: TCP/IP, subnetting, VLANs, DNS/DHCP, site topology, VPN configuration, NAT, LAN/Wi-Fi, 802.1x and OPNsense firewall policy (lab).

Accounts and security: Password resets, account recovery, MFA, phishing and account-takeover support, security awareness training and GDPR-aware data handling; basic Linux and Splunk SPL.

Contact center and collaboration tools: GoContact, Agent Connect, SRT Workspace, Webex, Google Workspace; DAT, Trucker Tools, 123Loadboard.

Customer communication: Phone, email and chat support; active listening; empathy; plain-language explanations.

PROFESSIONAL EXPERIENCE

Technical Support Specialist | Intelcia

Lisbon, Portugal | Onsite | Nov 2026 – Present | GoContact, Google Workspace

- Provide real-time phone support in English for candidates taking online assessments on a dedicated EU platform.
- Troubleshoot browser configuration, camera and audio settings, keeping anxious candidates calm and guiding them through practical steps to minimise disruption to their assessments.
- Document recurring system errors and candidate feedback to support technical documentation, knowledge-base development and process improvements.

Technical Support Specialist | Teleperformance Portugal

Lisbon, Portugal | Onsite | Apr 2025 – May 2026 | Agent Connect, SRT Workspace, Webex, Google Workspace

- Delivered first and second-level support by phone, email and live chat for a global user base, resolving 85%+ of tickets on first contact while consistently beating SLA response targets.
- Handled account-access and lifecycle issues, including secure password creation and resets, disabled accounts, impersonation reports and failed-payment cases on social media applications.
- Resolved advertiser cases including disabled ad accounts, refund requests for ads that didn't bring in the leads expected and platform issues, setting clear expectations at each step.
- Troubleshot application faults and network timeouts; escalated complex cases to Level 3, engineering or specialist teams. Supported users affected by phishing and account takeover with empathy and within GDPR requirements.
- Wrote runbooks, SOPs and knowledge-base articles that shortened onboarding and reduced handling time.

Dispatcher | Postal Box Logistics Inc

Aurora, CO, USA (Remote) | Jun 2022 – Jan 2025 | ServiceNow, DAT, Trucker Tools, 123Loadboard

- Supported drivers by phone, email and chat, staying calm and patient when they were frustrated on the road and helping them find a practical way forward.
- Investigated data discrepancies in CRM and dispatch systems while working to tight SLA deadlines.

IT Support & Client Coordinator | 917Smith Inc

Springfield, OH, USA (Remote) | May 2020 – Mar 2022 | ServiceNow, DAT, Trucker Tools, 123Loadboard

- Provided desktop and network support by phone, email and chat for distributed staff and corporate clients, resolving hardware failures, software installs, VPN, login, password-reset and LAN/Wi-Fi issues.

- Explained technical root causes in plain language, achieving a 95% positive resolution rate. Delivered security awareness training that reduced risky behaviours by approximately 30% and escalations by 20%.

HANDS-ON LABS & PROJECTS

Designed, built and documented in personal lab environments; separate from professional production experience. Project repositories include troubleshooting notes, scripts and implementation documentation.

Enterprise Active Directory Deployment & Security Hardening

github.com/ojamadickson-creator/Secure-On-Premises-Active-Directory-Domain-Services-Deployment

- Built a Windows Server 2025 forest with two domain controllers and a Windows 11 domain-joined client. Placed primary FSMO roles on DC01, with DC02 providing authentication and AD-integrated DNS redundancy.
- Separated admin tiers, workstations and departments through OU design and granular delegated rights. Hardened the domain with Group Policy baselines, LAPS password rotation, audit logging and System State backups.
- Diagnosed Kerberos clock-skew authentication failures, stale multi-homed NIC DNS records and DNS forwarder timeouts using dcdiag, repadmin, nltest and w32tm; documented incidents and fixes in a troubleshooting log.

Entra ID Cloud Governance, PIM & Access Reviews | Entra ID P2 lab

github.com/ojamadickson-creator/entra-id-governance-lab

- Wrote Microsoft Graph PowerShell lifecycle scripts to provision contractors from CSV files with strong passwords and dynamic groups; added mock-based unit tests.
- Configured just-in-time role elevation with approval gates and justification logs, scoped helpdesk administration through Administrative Units, and automated access reviews.
- Built an offboarding script to disable accounts, revoke sessions and remove licences in sequence.

Hybrid Identity & Intune Modern Endpoint Architecture | Microsoft 365 lab

github.com/ojamadickson-creator/intune-hybrid-endpoint-management

- Extended the on-premises forest into Microsoft Entra ID through Entra Connect and password hash sync, filtering privileged accounts out of cloud sync. Configured automatic Hybrid Entra Join and Intune enrolment for Windows 11 clients.
- Configured compliance policies for BitLocker, Secure Boot, Defender health and patch levels. Tested Conditional Access requiring MFA and device compliance in report-only mode, with break-glass account exclusions.
- Packaged Win32 applications with IntuneWinAppUtil and wrote Microsoft Graph PowerShell compliance audits.

Microsoft 365 SharePoint & Teams Governance

github.com/ojamadickson-creator/sharepoint-teams-governance-lab

- Built a governance hub covering SharePoint permissions hardening and Teams administration with Teams PowerShell.

Security Detection & Investigation Labs

- Simulated SMB exfiltration of a fake PII database and brute-force attacks against a domain controller. Built Splunk correlation searches and dashboards and recorded video walkthroughs.

github.com/ojamadickson-creator/Data-Exfiltration-DLP-Detection

github.com/ojamadickson-creator/purple-team-smb-detection-lab

Additional work on GitHub includes multi-stage Active Directory reconnaissance with red-team activity and blue-team Splunk detections, plus SOC breach investigations.

CERTIFICATIONS

CompTIA A+ | IT Support and Technical Foundations: hardware, peripherals and mobile devices; Windows, macOS and Linux basics with command-line tools; software and OS troubleshooting; networking and Wi-Fi basics; access control and malware awareness; virtualisation and cloud basics; documentation, change management and professionalism.

CompTIA Network+ | Networking and Infrastructure: LAN/WAN architecture, topologies and wired/wireless standards; TCP/IP, IP addressing, DNS, DHCP, VPNs and routing; switches, routers, firewalls and cabling; network monitoring and documentation; secure protocols and segmentation; connectivity and performance troubleshooting.

CompTIA Security+ (2023–2029) | Cybersecurity: malware, social engineering and exploitation; secure network and cloud design and zero trust; secure configuration, identity and access management and PKI; monitoring, forensics basics and incident response; governance, risk and compliance.

Microsoft MD-102 (Endpoint Administrator) — in progress

EDUCATION

General Medicine, Years 1–3 (incomplete) | Danylo Halytsky Lviv National Medical University, Ukraine | 2013–2017

Diploma in Computer Studies & Applications | Destiny Computer Institute, Makurdi, Nigeria | 2013

Senior Secondary School Leaving Certificate (WASSCE), Science track | Special Science Senior Secondary School, Makurdi, Nigeria | 2011

LANGUAGES & WORK AUTHORISATION

English: native | Portuguese: conversational (A2) | Portuguese work permit (Título de Residência)