

DEO MWEYOLA

929 GOSHAWK DRIVE
405.301.8072

NORMAN, OK 73072
DMWEYOLA@COX.NET

Core Objective: MIS position requiring hands-on capabilities and analytical skills

KEY QUALIFICATIONS

Offering Employer:

- **Broad spectrum of essential technical experience** that is readily transferable to any business or employment environment needing state-of-the art education, training and expert, hands-on application skills
- **Diverse cultural and employment background** with demonstrated record of working cooperatively with all levels of personnel
- **Skilled in all aspects of Hardware and Software** installation, modification, troubleshooting, updating, repairing and improving systems to serve new purposes or improve workflow utilizing the following:

Hardware:	PC Platform Mac Platform Scanner, PDA	Application:	Vantive, Track It, Siebel, Microsoft Word Office
Software:	Windows 2000, XP, Vista Software	Network:	TCP-IP Configuration Deployment, Network Configuration

Languages: English, French, Swahili

PROFESSIONAL EXPERIENCE

2006-2009 **ATC DRIVE TRAIN** **OKLAHOMA CITY, OK**

⇒ **DESKTOP SUPPORT ANALYST:** Conferred with staff, users and management to assess needs and system requirements in providing computer technology support to approximately 600 internal end users at Main Office and three off-site locations. Received service requests via email and phone calls, prioritizing daily tasks according to most critical need. Maintained friendly service relationship when conducting face-to-face calls. Conducted regular maintenance visits at all facilities to ensure quality control and operational integrity on Hardware (PC, PDA and Scanners) and Software (Windows 2000/XP/Vista). Developed Software and Hardware deployment projects.

- **Acquired reputation as “The Go-to Man,”** trusted by personnel and management for computer knowledge and skills.
- **Chosen** to become company *information expert and technical resource* on the Chevy-GM line
- **Performed** network configuration and barcode scanners, created accounts, attached devices to the network and troubleshoot connectivity issues.
- **Created** PC images and back them up in provision of Disaster Recovery Management

2004-2006 **MYDEM DYNAMIS, INC.,** **NORMAN, OK**

⇒ **INFORMATION TECHNOLOGY ANALYST:** Managed RFQ analyst and daily operations that included liaising between the company and distributors, contacting buyers, i.e., small businesses to large corporations, government entities, and individuals to inquire more information about needed equipment. Contact buyers to provide presales information if exceeded buyer specifications. **Contacted** manufacturer for Warranty and Technical Support.

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2005-2006 SEAGATE, LLC, OKLAHOMA CITY, OK

⇒ **HELP DESK III: Co-developer in building and maintaining knowledge base for Help Desk.**

Performed diagnostics with end-user over the phone, using remote access tools to collect information to determine source of problem/error. Resolved issues and tracked resolution. Worked on issues from Partner Application Support (PAS) emails and **documented** all steps of requests into Remedy Call Tracking System.

2005-2005 WACHTER NETWORK SERVICES, LOWELL, AR

⇒ **COMPUTER SPECIALIST 2: Surveyed** access point connectivity and RFIDs for relocation.

Verified that new and old equipment was on the Network and confirmed remote operation of printer. Retrofitted installation including – terminating fiber optic cable. Terminated cat5 cable and processed migration to new switches.

2004-2004 ROBERT HALF TECHNOLOGY INC., OKLAHOMA CITY, OK

⇒ **COMPUTER SPECIALIST 2: Managed** Windows 2000 machines deployment at the FAA OKC

including Image restoration and update. **Processed** migrations from Windows 98, NT 4.0 to Windows 2000. Configured Network TCP/IP and DHCP, joined computer to the domain and transferred data from old PC to New PC.

2000-2003 SERVICE ZONE INC., NORMAN, OK

⇒ **HELP DESK 3: Charged** with troubleshooting and resolving software, hardware and

connectivity problems. Answered, evaluated, and prioritized service requests. **Performed** diagnostics with user to collect information about problems to determine source of errors.

Isolated performance issues to determine cause of hardware malfunctions and software malfunctions. Platform windows 95/98/2000/XP. Documented all the steps taken in Vantive and later in Siebel.

1996-1998 MAX VALUE, INC., OKLAHOMA CITY, OK

⇒ **WAREHOUSE MANAGER: Managed inventory** and set up data entry System.

1992-1996 NATIONAL CENTER FOR QUALITY CONTROL, KINSHASA, CONGO

⇒ **ECONOMICAL ANALYSIS MANAGER: Provided** Economical and demographical Data Analysis for **Marketing** Research. **Supervisor** for Collection and Data Entry; and Publication of Statistics

EDUCATION

University of Oklahoma, Norman OK

B.A. Business Administration and Computer Science

College of Statistics, Democratic Republic of the Congo

B.S. Statistics

VOLUNTEER

Madison Elementary School, Norman OK

Entry-level LAN administration and PC lab Assistance

Trouble shooting computer's hardware and LAN maintenance

Assigned and changed students password NT 4.0 and Mac Platform

References Available