

Chibuike (Chike) Okigbo

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EXPERIENCE

Production Technician

Apr 2023 – Aug 2024

Silvus Technologies

Los Angeles, CA

- Tested and troubleshoot Linux-based tactical radio systems over SSH, verifying configurations and licenses and running ping tests to validate connectivity and isolate packet loss.
- Diagnosed hardware and connectivity failures through physical inspection, cable and Ethernet testing, and comparison against known-good units to separate device faults from test-environment faults.
- Tracked serial numbers, work orders, and test results through production workflows; documented failure symptoms and troubleshooting steps before escalating unresolved issues to engineering.

Technical Support Specialist

Aug 2018 – Sep 2021

Icon Chalk Integrated Farms

Abuja, Nigeria (Hybrid/Remote)

- Provided Tier 1 and Tier 2 help desk support to 100+ end users on Windows and macOS via phone, email, and chat, resolving account access, password, hardware, and software issues.
- Supported onboarding and offboarding through credential provisioning, equipment assignment, and access revocation; configured and maintained desktops, laptops, and mobile devices.
- Diagnosed and resolved TCP/IP, DNS, DHCP, VPN, and Wi-Fi issues; escalated advanced incidents with documented troubleshooting findings.
- Performed software updates, security patching, backups, and device management across ~200 workstations using Microsoft Intune.

Behavioral Therapist

Feb 2025 – Present

IECP / Amergis

Los Angeles, CA

- Deliver behavioral interventions in clinical and school settings; collect data and report findings to supervising BCBAs.

PROJECTS

Enterprise Active Directory & IT Service Desk Lab

AWS | Windows Server 2022 | PowerShell | Terraform | Jira

- Deployed a Windows Server 2022 Active Directory environment on AWS with Terraform for 25 users across five departments, configuring AD DS, DNS, OUs, security groups, Group Policy, and file-share permissions.
- Administered accounts with Active Directory and PowerShell for provisioning, offboarding, password resets, and group changes; wrote runbooks for account-lockout investigation and common support procedures.
- Built a Jira Service Management help desk with request types, queues, SLAs, and automation rules; resolved 20 simulated Tier 1/Tier 2 tickets covering authentication, account access, DNS, file shares, and onboarding.

CloudSentinel: AWS Threat Detection & Incident Response Pipeline

AWS | Python | GitHub: github.com/Chike-dev/CloudSentinel-SOC-Project

- Built an AWS threat-detection pipeline using CloudTrail, GuardDuty, Security Hub, EventBridge, SNS, Lambda, and CloudWatch to route high-severity findings to email alerts and a Python Lambda for incident parsing and logging.
- Validated the pipeline with synthetic findings and an authorized EC2 credential-exfiltration test that produced a severity-8 GuardDuty detection; documented architecture, test evidence, and procedures in GitHub.

SKILLS

Support & Ticketing: Help Desk, Service Desk, Tier 1/Tier 2 Support, Desktop Support, Remote Support (RDP), ServiceNow, Jira Service Management, SLA and Ticket Documentation, Customer Service

Systems & Networking: Windows 10/11, macOS, Linux, Windows Server, TCP/IP, DNS, DHCP, VPN, Wi-Fi, Routing and Switching, Subnetting, Cisco IOS, Wireshark

Identity & Endpoints: Active Directory, Group Policy, Microsoft Entra ID (Azure AD), MFA / SSO, Microsoft 365 / Office 365 Admin Center, Microsoft Intune, SCCM, OS Imaging and Deployment

Cloud, Security & Scripting: AWS (EC2, VPC, S3, IAM, CloudTrail, GuardDuty, Security Hub, CloudWatch), Security Alert Triage, Incident Response, Windows Event Logs, PowerShell, Bash, Python, SQL, Terraform, Git/GitHub

CERTIFICATIONS

- CompTIA Security+
- CompTIA Network+
- AWS Certified Solutions Architect – Associate

EDUCATION

California State University, Northridge

Los Angeles, CA

Bachelor of Science in Computer Information Technology, Minor in Finance.