

Peter Chibuikem Idoko

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EDUCATION

Northeastern University, Vancouver, BC
Master of Science in Computer Science

Sep. 2023 – April 2026
GPA: 3.50

Northern Alberta Institute of Technology, Edmonton, AB
Bachelor of Technology in Technology Management
Honors: Dr. Gary McPherson Leadership, Dean's List

Sep. 2016 – April 2021

EXPERIENCE

VACFSS, Vancouver, BC

May. 2024 – Apr. 2025

Information Technology Coordinator

- Completed a current-state review of existing IT systems and completed business cases for the new proposals.
- Conducted comprehensive cybersecurity audits utilizing Nessus and the NIST framework, culminating in the organization's inaugural security baseline.
- Spearheaded the deployment of Remote Desktop Services and Duo MFA, enhancing secure remote access and curtailing phishing risks by 99%.
- Implemented a Veeam Immutable Backup Storage system, fortifying ransomware resilience and ensuring data immutability.
- Developed an Airtable-based IT Asset Management System featuring real-time analytical dashboards for forecasting and tracking.
- Authored detailed documentation, including policies, procedures, and schematic diagrams, facilitating streamlined communication.
- Implemented Freshdesk for ticketing, improving interdepartmental communication and operational workflows.
- Improved SLA response and resolution rate to about 95%.

Northeastern University, Vancouver, BC

Jan. 2024 – Aug. 2024

Project Coordinator

- Designed an automated registration system for hackathon participants using Airtable and custom workflows.
- Enhanced technical documentation and digital signage for capstone project communications, improving accessibility for students and staff.
- Adapted Airtable to create dashboards and automations for Earth Day 2024 visioning event planning.

First Nation of Nacho Nyak Dun, Whitehorse, YT

Dec. 2021 – Dec. 2023

Manager, Information Systems

- Implemented an asset management system using Airtable, reducing time spent on record searches by over 30 minutes daily.
- Developed a disaster recovery plan that addressed cybersecurity and physical challenges unique to the Yukon such as wildfires, flooding and cold snaps.
- Automated data collection for licensed users and domain computers with Python and Powershell scripts.
- Created policies and procedures to standardize employee workflow and increase efficiency.
- Supported a hybrid environment of Windows, Mac, Linux, iOS, and Android systems.
- Created communication plans with stakeholders to set scheduled discussions, and preferred avenues of communication.
- Created work breakdown structures for IT projects using MS Project.
- Managed project risks by creating risk registers, risk assessment matrices, and contingency planning using MS Project.
- Managed project scope changes by creating scope change workflow, creating a project baseline, evaluating impact of proposed scope changes, and maintaining documentation using MS Project.
- Maintained Project Management sites for template storage, project statuses, dashboard updates, and general data organization on MS Project Web Application (PWA), MS Project and SharePoint for IT projects.
- Enhanced documentation tracking process by facilitating transition from spreadsheets to SharePoint site in two weeks, as compared to planned 8-week timeline.

First Nation of Nacho Nyak Dun, Whitehorse, YT

Jan. 2019 – Dec. 2021

Technician, Information Systems

- Managed hybrid project to research and implement records classification and retention system to save hours spent searching for documents in the office and on the server.
- Led cybersecurity project that adapted Axonius cybersecurity asset management system to capture devices on our network from 7 sources, and generated visualizations to facilitate data driven decision-making.

- Led IT technical support for citizens and employees, achieving a 1-hour mean time to respond, 3-hour mean time to resolve, and resolving nearly 30,000 tickets in two years, utilizing Spiceworks for ticket tracking, conducting level 1/2/3 technical support, and gathering feedback for continuous improvement.

TECHNICAL SKILLS

Operating Systems: Windows (Desktop/Server), Linux, macOS.

Networking: Active Directory, Group Policy, DHCP, DNS, VPNs, Network Monitoring

Scripting & Automation: PowerShell, Python

Tools & Platforms: Veeam, Nessus, Duo MFA, Airtable, Google Cloud Platform, Freshdesk, SharePoint

Project Management: MS Project, Agile (SCRUM), Risk Assessment, Technical Documentation

Data Analysis & Visualization: Tableau, Advanced Excel

CERTIFICATIONS AND TRAININGS

Certifications: Certified Associate in Project Management (CAPM)® and CompTIA Network+.

Training: Conflict Resolution; Ethical Leadership; Entrepreneurship, Technical Writing and Content Generation