



# Leah Johnson

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## PROFESSIONAL SUMMARY

Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Energetic candidate offering a wealth of experience in interacting with customers, troubleshooting, and executing repairs. Certified in FTTH installation, familiar with LAN's and smart home products.

## SKILLS

- Troubleshooting Technical Issues
- Safety and compliance
- Technical Analysis
- Network component installations
- Mac Systems

## WORK HISTORY

### FIELD SERVICE TECHNICIAN

01/2020 to 04/2021

#### Sonic | Berkeley, CA

- Installed new equipment and explained operation and routine maintenance protocols to customers.
- Maintained company field response vehicle stocked with repair and replacement parts .
- Completed 2-4 daily FTTH installations according to strict schedules, inventories and customer needs.

### SECURITY OFFICER

02/2017 to 06/2020

#### Securitas Security Services USA | Richmond, CA

- Monitored and authorized entrance and departure of vehicles, cargo trucks and visitors.
- Drafted reports of property damage, theft, accidents and unusual occurrences to document daily activities and irregularities.
- Daily monitoring and patrolled buildings, grounds, and work sites.

### CUSTOMER SERVICE REPRESENTATIVE

04/2014 to 01/2017

#### Advanced Call Center | Sacramento, CA

- Answered customer telephone calls promptly to avoid on-hold wait times.
- Promoted available products and services to customers during service, account management and order calls.

## EDUCATION

**Some College (No Degree) | Computer Networking And Telecommunications**  
**Diablo Valley College, Pleasant Hill, CA**

**Certificate of Completion | Software Engineering**

*EXPECTED IN 08/2022*

**Flatiron School, New York, NY**

**LINKS**



- <https://github.com/leahdjohnson>