

JOHNIE E WILSON

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EDUCATION

University of Phoenix <i>Bachelors of Science in Information Technology Advanced Software Development</i>	Phoenix, AZ September 2016 - Present
ITT - Technical Institute <i>Associate of Applied Science: Electrical Electronic Engineering Technologies in Electrical Electronic Engineering</i>	Portland, OR September 2012 - March 2014

PROFESSIONAL EXPERIENCE

Pacific Office Automation <i>Field Service Engineer</i>	Beaverton, OR August 2014 - December 2019
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- Applied systems analysis techniques to assess and resolve complex service issue for clients and end users.
- Provided complete end-to-end engineering and installation of route-based IP network solutions.
- Configured, managed and troubleshooting and VOIP and multi-media (video) distributed systems and platforms.
- Monitored network capacity and performance, as well as diagnosed and resolved complex network problems.
- Managed application patches, data backup, security changes and network configuration and replaced circuit boards, changed servers and loaded and tested device software applications.

Planet Hollywood resort and Casino <i>Field Service Technician</i>	Las Vegas, NV July 2010 - November 2012
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- Evaluated installed electrical equipment and communication systems to isolate faults while implementing corrective procedures.
- Created, aligned and optimized networking/communication systems..
- Disassembled systems equipment (casino gaming machines/network tracking systems), repaired worn or defective components/wiring/WiFi systems.
- Completed minor system preventative maintenance while validating faults or defects in IP configurations.

Harrah's Casino and Resort <i>Filed Service Technician</i>	Las Vegas, NV November 2001 - March 2009
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- Provide technical support to lead system technicians pertaining to systems troubleshooting and repairs.
- Revamped systems while upgrading communication wiring and IP configurations during high-volume/urgent modifications.
- Created spreadsheets using Microsoft Excel during daily, weekly and monthly reporting.
- Utilize AutoCAD, Visio, and Visual-Studios during system upgrade/modifications.
- Repaired circuit boards down to component levels while utilizing re-work stations.

HONORS AND AWARDS

Bachelor of Science: Information Technology:

- Golden-Key Honor's Society 2021
- Presidential member of (NSLS) Honor's Society 2021
- Sword and Shield of Homeland Security Honor's Society 2021
- Certification in Advanced Software Development 2021
- President's List 2021
- Summa Cum Laude 3.91 GPA

Associate of Applied Science: Electrical Electronics Engineering Technologies:

- IEEE HKN Honor's Society 2014
- Dean's list 2014
- Magna Cum Laude 3.88 GPA