

JOSEPH JOHNSON II

TECH SAVVY | DATA ANALYTICS | NETWORK ADMINISTRATION | TEAM LEADERSHIP | RESEARCH | HACKER-U ☎ 310.735.3839

◦ DETAILS ◦

310.735.3839

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◦ SKILLS ◦

Computer Skills

Computer Networking

Microsoft Excel

Adaptability

Customer Service

Microsoft Office

Communication Skills

Fast Learner

Leadership Skills

Ability to Work Under Pressure

Ability to Work in a Team

👤 PROFILE

Strategic, creative, and data-driven professional with more than 7 years of experience with high level and diverse national and international projects, offering a unique blend of Technical understanding and interpersonal communication skills to propel the workforce into a more secure network and overall work experience.

📁 EMPLOYMENT HISTORY

Operations Specialist at VeoRide, Signal Hill

March 2021 — Present

- Follow the mobile App instruction to complete shift tasks
- Drive a company's van to find scooters and swap battery
- Rebalance scooters from low demand to high demand areas
- Perform basic repair and quality check
- Respond to on-demand requests to locate/retrieve scooters
- Assist with other tasks assigned by Operations Manager

Remote IT Support at Centene, Woodland Hills

March 2020 — March 2021

- install and configure computer hardware operating systems and applications
- monitor and maintain computer systems and networks
- talk staff or clients through a series of actions, over the phone, to help set up systems or resolve issues
- troubleshoot system and network problems, diagnosing and solving hardware or software faults
- provide support, including procedural documentation and relevant reports
- follow diagrams and written instructions to repair a fault or set up a system
- support the roll-out of new applications
- set up new users' accounts and profiles and deal with password issues
- respond within agreed time limits to call-outs
- test and evaluate new technologies to benefit the company
- conduct electrical safety checks on computer equipment

Field Service Technician II at Cubic Transportations system Inc., Norwalk, San Diego, San Francisco

September 2018 — March 2020

- Reads and interpret complex schematics, engineering drawings, work orders, technical manuals, and specifications.
- Initializes and determines readiness of electronic devices for correct operations.
- Analyzes and interprets device operations for malfunctions, replace spares, troubleshoot faults after isolation and repair modules with component parts.
- Prepares and maintains appropriate and required records.
- Performs other related duties as required.

Sr Network Admin/Helpdesk/IT&Cust. Support at Staycation Co., Venice

February 2016 — June 2018

- Researching and recommending upgrades to software and hardware and scheduling them to minimize downtime and maximize over performance and stability within the networks server.
- Testing all systems to make sure they are performing at optimal levels while investigating any issues.

- Analyzing website performance to ascertain its usability and improve the customer experience.
- Demonstrates proficiency in AWS, a cloud computing platform from Amazon that provides customers with a wide array of cloud services, Such as Amazon Elastic Compute Cloud (Amazon EC2), Amazon Simple Storage Service (Amazon S3), Amazon Virtual Private Cloud (Amazon VPC), Amazon SimpleDB and Amazon WorkSpaces.

Recruiter at Randstad, Torrence

February 2015 — February 2016

- Develops, facilitates, and implements all phases of the recruitment process.
- Collaborates with department managers to identify and draft detailed and accurate job descriptions and hiring criteria.
- Identifies and implements efficient and effective recruiting methods and strategies based on the available role, industry standards, and the needs of the organization.
- Screens applications and selects qualified candidates.
- Schedules interviews; oversees preparation of interview questions and other hiring and selection materials.
- Assists with the interview process, attending and conducting interviews with managers, directors, and other stakeholders.
- Collaborates with the hiring manager and/or other human resource staff during the offer process, identifying and recommending salary ranges, incentives, start dates, and other pertinent details.
- Ensures compliance with federal, state, and local employment laws and regulations, and company policies.
- Attends and participates in college job fairs and recruiting sessions.
- demonstrates proficeny in JazzHR, Taleo, & Zendesk

Helpdesk at Youtube Space LA, Playa vista

October 2012 — January 2015

- Monitor and respond quickly to incoming requests relate to IT issues.
- Maintain computer systems and act as support if any system goes down.
- Responsible for PC's, Printers, Servers and related equipment (monitor, keyboard, mouse, hard drive, etc).
- Maintain user PCs, including upgrades and configuration as needed.
- Keep inventory of all equipment, software, and license users.
- Install, configure, and upgrade PC software.



EDUCATION

HS Diploma, Edward R. Roybal LC, Los Angeles

February 2009 — June 2012

Some Credit, UC Davis, Davis

June 2013 — September 2013

Associates Of Science Computer Network & Security Management , West La College, West Los Angeles

June 2014 — June 2016



COURSES

CyberSecurity Professional, California State University Long Beach

May 2021 — Present



HONORABLE MENTION

Cyber Patriot Ethical hacking Program at Edward R. Roybal LC, Los Angeles

March 2010 — July 2013

National Youth Cyber Defense Competition challenges teams of high school and middle school students to find and fix cybersecurity vulnerabilities in virtual operating systems. Using a proprietary competition system, teams are scored on how secure they make the system

○ **UCLA Sat. Programming Academy at UCLA, West Los Angeles**
May 2010 — July 2012