Jardin A. Johnson

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**Objective:** Seeking a position to utilize my skills and abilities and achieve professional growth while being resourceful, innovative and flexible. To add valuable assets to your esteemed organization as an active member.

**WESTERN KENTUCKY UNIVERSITY | GRADUATED MAY 2019**

* Bachelor of Science, Major: Computer Information Systems

**SOUTH CENTRAL KENTUCKY COMMUNITY AND TECHNICAL | GRADUATED MAY 2015**

* Associate of Science, Major: Internet Technology/programming(2015)

**COLLEGE AND COMMUNITY INVOLVEMENT**

* Alpha Kappa Psi Professional Business Fraternity Inc. Social media and marketing chair (2015- Present)
* Collegiate 100 of Black Men President (2015- 2019)
* Volunteer for the Special Olympics Track and field (2015- 2019)
* Skills USA for CIT Technicians (2013-present)
* Kappa Alpha Psi Fraternity Inc. President (2019)

**Professional Skill Set**

* PC/ Mobile Device Certification
* Business Intelligence
* Photoshop design skills
* A+ /Security +
* HTML/CSS/WordPress
* Photoshop/Illustrator/indesign
* Active Directory/break fix
* SQL
* Novice JavaScript experience
* Cisco WebEx/Teams
* Hardware/Software/Server Managing
* Basic Troubleshooting skills
* Microsoft Office 365 Proficient
* Networking DHCP,DNS,VLAN
* Technical Research/Document Creation
* Excel/Vlookup./Ifstatements/ PivotTable
* Service Now/ Expedient /Sales Force/Jira
* Shopify/Wordpress/Amazon
* Email marketing
* Advertising
* AWS/Amazon work Station
* GWS/Google work station
* Google suites

**Professional Work Experience**

* **Maximus:** (May 2021 – present)

Remote IT coordination Lead - Assist Maximus Customer service representatives with technical issues. Provides support to REMOTE users PCs and Laptops, such as troubleshooting, installing and removing a number of different software applications (Office 365, Genesys. WAN/LAN – Troubleshooting network issues to pinpoint problems/source of problem. Working with/escalating problems to corporate support, as needed. Review, evaluate, and modify existing and proposed programs Assess the effectiveness of programs developed and/or administered and develop a means of measuring such effectiveness. Monitors assigned functions, completes monitoring reports, and provides feedback to staff and/or management as appropriate.Researches issues, recommends preventive measures and participates in the development of changes.Develop and maintain effective working relationships with key external and internal customers.Communicate with customers, technical and non-technical staff. Provides assistance to staff in a resourceful polite manner while, exhibiting an excellent customer service attitude.

* **Vision Software Technology:** (Jun 2019 – present) In person/ Remote Technical/Software support desk due to COVID. This role consists of supporting the software that vision had created. Vision Software is a food service technology provider focused exclusively on healthcare, providing you with state-of-the-art software for food service, nutrition management, diet office Food. My role consists of creating tickets handling networking as well as software/hardware needs for Vision and clients. I preform software/client setup on our servers while transferring data/files to multiple servers as well creating technical documentation . I constantly work with my peers such as implementation and Web Development team to provide troubleshooting and maintenance to visions software and web application.
* **E-commerce Manager: (Dec 2020 -present)** Remote management of multiple E-commerce sites. This role includes creating ads managing inventory**,** Handling technical issues, social media and marketing, SEO optimization. Website front end design. Generating sales reports on best selling items.
* **TekSystems St. Thomas Hospital**: (Feb 2019 – June 2019) re-imaging and migration project for St. Thomas Hospitals in the Tennessee area which included Midtown Rutherford and West Hospital computers to be re-imaged to Windows 10 from Windows 7 and medical software installations.
* **NTTDATA:** (Dec 2017 – Feb 2019) Remote Tech support for BNSF railways/NYU Medical account assisted with installing mobile applications installing software from a remote location. Active directory account password reset issues installing and rerouting printers from different locations. Creating tickets setting up authentication software. Patient record look up for Doctors that call**.**
* **Uniguest Internship**: (June 2017 -Oct 2017) Remote Re-imaging Mac and Windows computers installed software fixed printer issues and network/printer troubleshoot issues configure ip addresses and Subnet mass. Mange Hotel Business center computer around the country from a remote location. Salesforce account management. Designed and created Spreadsheets of projected numbers of computers for each hotel.
* **Dell:** (Jan 2016 – Dec 2016) Repairing and reworking desktops laptops tablets and servers adding removing hardware and imaging for all devices and products for Dell servers Google servers uber server Xerox servers etc. Also cabling work for server stations in the workplace**.**
* **AFNI** : (May 2015- Nov 2015) Customer Service Representative, Verizon Technical support- assisted customers with hardware software issues with Verizon devices and network. Accounts and billing assisted customers with billing and fees with account as well as look for ways for customers to save money. By doing account analysis for customer trying to save on their Verizon bill.