Adrian Johnson

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**Summary of Qualifications**

Experience working on Racks/Servers in a data center environment. Information Technology and mechanical engineering experience. Inspiring team leader with the ability to provide solutions and decision-making in the diagnosis and resolution of problems. Additional 14 years of R & D experience culminating in a **US Patent 6561998**.

**Technical Skills**

| Installed and Upgraded Servers & memory | Implemented and configured appropriate addressing schema |
| --- | --- |
| Analyzation of metrics and reports from monitoring and tracking performance tools | Installed and configured wireless LAN infrastructures |
| Skilled in computer troubleshooting & installing O/S | Created Accounts utilizing MS Active Directory |
| Proficient in MS Exchange | Installed and Configured routers and switches. |
| Installed and Configured wireless networks | Engineering Graphics & Design CAD Drafting |
| Comprehensive understanding of common threats, vulnerabilities, and mitigation technique | Networking: DNS, DHCP, W/LAN, VPN, RD session host/RDC |
| Zendesk | G Suite |
| Microsoft 365 | Zoom |
| Windows 7 & 10 | Mac OS |
| Experience with racks and servers | Experience with DC voltage |
| Perform equipment installs and moves |  |

**Professional Experience**

**Temporary IT positions short term with various agencies 1/2021 – present**

* Tablet configuration
* Server room Tech connecting and disconnecting server components
* Installing/upgrading software
* Troubleshooting clients computer issues

**EMR CPR Tech, Hayward, CA 4/2021 – present**

* Performed hardware support disconnections and installations

**Stride Solutions, Oakland, CA 1/2017 – 10/2019**

**Volunteer Desktop Support Technician**

* Performed hardware and software support and installation
* Experience troubleshooting Racks/Servers
* Assisted with client installations and upgrades.
* Identified, troubleshoot, and resolved hardware and software problems and performed escalation if necessary
* Participated on Helpdesk team projects, completed tasks and ensured they were completed on time and to specifications
* Managed and maintained Windows and Exchange servers
* Configured user, file and sharing permissions
* Assisted clients with general support for hardware, peripherals, network connections
* Escalated tickets to Level 2/Tier 2 support when outside the scope of L1/T1 support
* Coordinated with other Support Techs to take over calls outside their level of support

**Lumend Inc., Redwood City, CA 1/2002 – 12/2002 Engineering Specialist**

* Documented, designed, and developed processes for the Switchback Project.
* Utilized SolidWorks CAD software.
* Designed and built fixtures as assembly aids.
* Implemented protocols for test sequences.
* Wrote engineering orders as well as analyzed and summarized data as to provide recommendations to Switchback team members and managers.

**Vascular Architects, San Jose, CA 1/2000 – 12/2002**

**Associate Engineer**

* Assisted with development of the 6- French stent project
* Assisted in development of 8 French project
* Assisted with fixturing, tooling,
* Built, and designed of fixtures to test flexibility of stents utilizing my electronic experience

**Adecco, St. Louis, MO**

**CAD Draftsman**

* Drew and designed components for sheet metal refrigeration equipment,
* dimensioned, tolerance stacked and 3-dimensioned assembly drawings.
* Assisted with geometric modeling, drawing aids, editing, and detailing.
* Documented and maintained logical and physical drawings for Adecco using AutoCAD.

**Education & Certifications**

**Heald College, San Francisco, CA. 6/1985 - 6/1987**

ElectronicComputer Technology

**Stride Center, Oakland, CA. 8/2016 - 10/2018**

* Information Technology
* CompTIA A+
* Network +
* Security +