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Anthony Eugene Johnson



Professional Experience

Excellent Verbal & written communication (50 – 70wpm)

Service-now / BMC Remedy

Mobile device support

IPhone & Android

Microsoft Office Suite, ActiveSync, & System Center Configuration Manager Console

Kronos Systems

Kiosk management tools

Email systems & protocols

Windows XP, Vista, 7, 8, & 10

* Provided primary & secondary support to all employees that utilize computer machinery in daily operations at Southwest Airlines. (Support procedures, tips & tricks, work-around, options, how to, etc.)
* Managed new hires onboarding information & account terminations including creation email exchange account and network drives. Providing assistance with getting started in the technology department.
* Workstation inventory processes such as computer imaging, software distribution, hardware repairs, replacements, configuration, upgrades, security / bitlocker encryption, etc.
* Familiarity with various email systems & protocols (Exchange) also familiarity with Active Directory, Kronos, Otis, Kiosk, Kiosk management tools, Air watch, Meeting place, Cisco WebEx and familiarity with virtual desktop infrastructure and virtualization technology (Citrix receiver & xen app).

IT Specialist and educator with 8 years of experience information systems and technologies. Seeking a role in a dynamic company to fully utilize the expertise and skills gained during the years of experience in the technology field. A self-motivated, hard-working, and dedicated professional who wants to meet the challenges posed in the industry and to contribute to the growth of the organization. Excellent problem-solving skills and a strong sense of urgency to ensure customer satisfaction. Able to quickly learn new information and become a productive team member fast and efficiently.

**Senior Service Desk Analyst** / **Southwest Airlines Contractor (Make corp.)** / **Dallas, TX**

Sept. 2018 –

**B.S. Information Systems and Applied Technologies w/ minor in Technical Communications**

University of North Texas

2022 (Current)

**A.A. General Studies**

Dallas County Community College 2016

3847 Timberglen road Dallas, TX 75287

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(347) 400 0019

Contact

Objective

**ITIL Foundation Certificate in**

**I.T. Service Management**

2018

**CompTIA A+ Certification**

2014 (expired)

CERTIFICATIONS

EDUCATION

SKILLS

* Provided primary & secondary support to all service desk analyst that needed to escalate an incident to another team or group. (Support procedures, tips & tricks, work-arounds, options, how to, etc.)
* Managed new hires onboarding information & account terminations of other service desk analyst including creation email exchange account and network drives. Providing assistance with getting started in the technology department which included providing trainings, application/ software information, and knowledge base article creation assistance.
* Workstation inventory processes such as software distribution, hardware repairs, replacements, configuration, upgrades, security / bitlocker encryption, etc. Familiarity with various systems such as Active Directory, Kronos, Cetova, DMS, RVI, RMS, IBM Tivoli, Air watch, Comp Portal Intune, meeting place, Talisma, Oracle, EDI, Serti, and with virtual desktop infrastructure and virtualization technology (Citrix receiver & xen app).
* Trained in HIPPA & PHI, ITIL

**Senior Service Desk Incident Manager / HCL America – Dean Foods / Frisco, TX**

May 2015 – 2018

* Gather customer’s information and determine the issue by evaluating and analyzing the symptoms for Xbox Live Clients.
* Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and services.
* Delivered service and support to end-users using and operating automated call distribution phone software, via remote connection or over the Internet
* Research required information using available resources and multitasked and provided troubleshooting techniques for problem resolution.
* Provide Support Desk call functions that include: phone calls for assistance, email assistance requests, and content for the knowledge base, experience with mapping network drives, network printers, Symantec Endpoint Encryption Client, & Remote desktop connection.
* Provide workstation inventory processes: Imaging, distribution, repair, replacement, configuration, upgrades, security / Symantec encryption, etc.
* Provide technical expertise to diagnose and resolve hardware and software related problems, mobile Device Support (iPhone & android), fundamentals (IP, gateway, DNS, routing)
* Expert knowledge of Microsoft Office (2010, 2013, & 2016), Working knowledge of Exchange ActiveSync
* Familiarity with Active Directory, Navi-Care, Maces, Epic Production, Cisco routers, firewalls, IOS and familiarity with virtualization technology (Citrix)
* Trained in HIPPA & PHI, ITIL

**Customer Service & Support Analyst / Microsoft Corporation / Irving, TX**

Feb. 2012 – 2013

**L2 Service Desk Analyst / CompuCom Systems – Texas Children’s Hospital / Dallas, TX**

Nov. 2013 – 2015