Adrian Johnson

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**Summary of Qualifications**

Information Technology and mechanical engineering. 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**

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| --- | --- |
| Installing and Upgrading Servers | Implementation and configuration of the appropriate addressing schema |
| Analyzation of metrics and reports from monitoring and tracking performance tools | Installing and configuring wireless LAN infrastructure |
| Skilled in computer troubleshooting & installing O/S | Created Accounts utilizing MS Active Directory |
| Proficient in MS Exchange | Installation and Configuration of routers and switches. |
| Installation and Configuration of 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 |

**Professional Experience**

**Stride Solutions, Oakland, CA**

**Volunteer Desktop Support Technician**

* Performed hardware and software support and installation
* 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
* Manage and maintain Windows and Exchange servers
* Configure 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**

**Engineering Specialist**

* Documented, designed, and developed processes for the Switchback Project.
* Utilization of 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**

**Associate Engineer**

* Development of the 6- French stent project
* Assisted in development of 8 French project
* Assisting with fixturing, tooling,
* Building, and design of fixtures to test flexibility of stents.

**Adecco, St. Louis, MO**

**CAD Draftsman**

* Drawing and designing components for sheet metal refrigeration equipment,
* dimensioning, tolerance stacking and 3-dimensional 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.**

ElectronicComputer Technology

**Stride Center, Oakland, CA.**

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