**Linda Jean Johnson**

Concord, California 94520 • 925-727.8258 • lindajohnsonn01@gmail.com

**Qualifications Profile**

Solutions-oriented and highly motivated with ability to leverage strong training and technically savvy knowledge 20+ years’ experience managing customer service, product support, software integration, document control, and quality assurance functions.

* Readily match business objectives with available technologies to meet short- and long-range information management goals.
* Deliver comprehensive support for customers, colleagues, and executive leadership with a proven track record of successful information management and administrative process development within strict timelines.
* Proven ability to perform comprehensive root-cause analyses while diagnosing and optimizing management information systems, reducing redundancy and saving time.
* Proactively identify emerging technologies to establish secure, robust information sharing.
* Talent for quickly learning new information, procedures, and technologies.
* Experience and training in dispatching to emergency (Fire, Police rescue) agencies and Technical Administrator(s).

*Core Technologies*

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| --- | --- |
| **Environments*:*** | Windows 7/8.1/10; MS-DOS, API/REST, Digital Certificates, Active Directory, SOAP/WSDL, ServiceNOW, HTML/XML, Linux, Salesforce, BMC Remedy, InFocus Mondo Pad, LINCPASS, EEMS, FSIS Applications, Local/Network Printers and Applications, MIR3 InEnterprise Product Family, TelAlert EMS |
| **Methodologies:** | VoIP Setup, Dialogic(s), Modem, Internet, eMail, Text, Voice, Interactive Voice, Mobile Device Setup |

**Education and Credentials**

**Associate of Applied Science in Networking Technology, Emphasis: NT**

**Continuing Education: Network Security**

Networking Technology

Heald College, School of Technology, Hayward, California

* Graduated Top 5% of class
* Achieved Dean's List 2 consecutive years

**Associate of Applied Science in Computer Science and Electronics Technology**

**Emphasis: Computer Information Technology**

Heald College, School of Technology, Hayward, California

Electronics Service Technology

* Graduated Top 5% of class

*Certifications*

* UNIX Level I
* The Complete Complete SQL Bootcamp Course, www.Udemy.com, *COMPLETED*

*Continuing Education*

* The Complete Web Developer Course, www.Udemy.com, *Pending*
* The Complete Cyber Security Course : Anonymous Browsing! , www.Udemy.com, *Pending*
* IT Security Fundamentals Online Course, www.LearnSmartSystems.com, *Pending*

**Security Clearance**: Solectron, Sun Microsystem, USDA, Semper Valens, LLC

**Experience Highlights**

SEMPER VALENS SOLUTIONS, LLC., Canyon Lake, Texas

Technology Support Specialist (USDA – Alameda District & Western Laboratory), 05/22/2019 – Present, 40-hours p/Week

Provide onsite, field and remote support, interact and work cross-functionally with internal and external users translating technical reasoning to technical and non-technical audiences alike. Enduing in projects with and other department(s) and, or team(s), as needed. Productive with limited to no supervision, ensure requests receive a response within a reasonable time-frame.

• Familiar with PHIS, TaWeb LIMS, Bartender, Bax System Q7, DevCon 2 and other FSIS Applications.

• Strong and dedicated support to Alameda District (Compliance, Investigators, Inspectors and Western Lab(s).

• Efficient with Lincpass, eAuth password association(s) and Login issues.

• Knowledgeable of EEOF, EEMS, Lincpass, eAUTH and Standard certification associations.

• Troubleshoot information technology issues, including networking, system/application access, software, and hardware

• Understand, analyze, and diagnose issues related to user configuration, network and security settings, hardware/software failures, etc. to resolution and achieving customer satisfaction.

• Determine if an immediate resolution is available and if not escalate the ticket to Tier 3 and/or above.

• Provide updates to customers and management on the status of urgent, recurring, and high profile problems.

• Perform multiple tasks simultaneously, including handling interruptions, and return to and complete tasks in a timely manner.

•Setup, configure, deploy and manage user computer(s)/peripherals, setup orientation conference room, activate network ethernet ports (upon request), Execute operating system updates, patches, and configuration changes. Install/configure new hardware and software

• Efficient in training new user’s (single or group setting) on software, hardware and mobile telephone setup and usage.

MIR3 ECN WEST, Inc./CalAmp/Telamon, San Diego, California

***Technical Services****, 12/1998 – 9/2016*

Administered 24/7 'Priority' technical and remote support to customers; resolved eMail, Support Portal, and Telephone WebEx inquiries regarding installation, configuration, upgraded, health-checks, debugs, 3rd-party product/API integrations, modems, TelAlert (IVR) Engines, and product licensing. Trained new-hires and customers; supported training documentation creation; provided documentation and FTP Access instruction. Assigned and logged technical support request tickets; ensured timely 'Service Level Agreements'; maintained database updates and provided assistance with Managed Services, implementations and product integrations. Constructed database reports that possess FAQs and their answers with various product features; interfaced directly with vendors and carriers.

* Customized product integration, permitting TelAlert and Intelligent Notification Systems to efficiently communicate across various devices and modalities.
* Experience troubleshooting API’s (using customized Java application, SOAP, XML, HTML and REST API).
* Assist customers with installing mySQL/SQL Server on Linux and Windows platforms, running, testing and creating basic customized queries upon request.
* Installed Linux operating system, drivers, drives, maintaining file system, FTP, VPN and creating basic backup.
* Collect information and document bugs with Engineering for product issues that are impacting partners/customers.
* Operate and maintained work assignments via laptop, pc and tablet utilizing both Windows and, or Linux operating system(s).
* Strong ability to analyze hardware and software problems and develop technical solutions.
* Understanding of application interdependencies and best practices
* Provide technical support and training to staff of varying departments
* Assure that all tickets requiring follow up work and/or calls receive appropriate attention
* Provide technical support/training to partners, customers and staff of varying departments
* Troubleshoot network related issues (wired and wireless).

Applied Instruments, Fremont, California

***Sr. Lead Technician/QA/RMA Technician****, 3/1995 – 12/1998*

Orchestrated computer system assembly, repair, and electrical testing; rebuilt and configured EGA/VGA color computer monitors. Installed and directed Unix-based software, Flat Panel Display Units, and Touch Screen Flat Panel Display Units. Coached all new-hires and Technicians; supplied associated tools; conducted hardware/software technical support for production team. Drafted reports; received, repaired, and shipped RMA products. Interfaced with the Engineering and Document Control Departments regarding all ECO concerns; conducted QC incoming/outgoing/in-process inspections.

* Formulated procedural documentation for complete RMA Department.
* Led successful customer service strategies with carefully fostered positive customer relationships.
* Organized customer tracking and service authorizations; supervised Quality Control Assurance of each product prior to shipment.