

# Justin Johnson

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## **EXPERIENCE**

### **Level 2 Technical Support, TRG Riverside, CA**

December 2021 to Present

- Provided base level support to non-technical personnel within Nike/DHL
- Configure, test, and install printers, scanners, and desktops
- Diagnosed and resolved PC problems and software issues
- Maintain 200+ Zebra label printers, Zebra RF device TC3800/WT6000 and upgrade software
- Use of mobile Management with Soti MobiControl
- Use of terminal emulation with StayLinked
- Configure IPs and set them to devices
- Conducted research to address customers concerns
- Train new hires
- Repair label printers
- Zebra Printer Repair Certified

### **PC Deployment Technician, ONTARIO SCHOOL DISTRICT - Ontario, CA**

September 2021 to December 2021

- Install new projector system
- Re-image desktops PC/Mac
- Install new computer system
- Repair chromebooks

### **IT Warehouse Associate**

April 2021 to September 2021

- Unbox and prepare Chromebooks for updates
- Put Chromebooks in recovery mode
- Update/configuration Chromebooks for local school districts enterprise managment
- Install/check tables, stands, TVs, and other products

## **EDUCATION** - *Computer Science, 2015 - present*

**Cal State, Monterey Bay, Ca**

**Butte College, Oroville, Ca**

## **SKILLS**

- |         |                     |              |
|---------|---------------------|--------------|
| - C/C++ | - Customer service  | - Javascript |
| - Java  | - Operating Systems | - Linux      |
| - SQL   | - Printer Repair    | - Windows    |