

JOHNNY KEITH JONES

📍 161 S Tiago Drive, Gilbert, Arizona 85233 📞 256.293.0046 📧 kebo_83@hotmail.com
LinkedIn: www.linkedin.com/in/johnnykeithjones

PROFILE SUMMARY

Dynamic, highly analytical, and detail-oriented professional, offering broad-based experience in IT and electronic operations, defense and aerospace, technical training, strategic planning, and web development in technical and corporate settings. Possesses exceptional ability to interact with high-performance teams, resolve complex technical issues, and implement best practice methodologies. Leverages outstanding skills as self-motivated trainer and team builder who thrives in environments that constantly embrace new technology. Demonstrates well-defined communication, analytical, organizational, and problem-solving skills.

NOTABLE SKILLS AND ACCOMPLISHMENTS

- ☑ **Technical Support and Proficiency.** Acquired strong command of various software tools and applications, Microsoft Office Suite, National Instruments (NI) TestStand, and computer networking and Internet applications.
- ☑ **Web Development.** Continuous advancement in the full stack web development and coding community. Aggressively improved skills consisting of HTML5, CSS, JavaScript, jQuery, Bootstrap, Express.js, React.js, Node.js, Database Theory, MongoDB, MySQL, Command Line, and Git.
- ☑ **Comprehensive Proficiency of Machinery and Equipment.** Consistent mastery of various equipment, such as automated test equipment, pick and place machinery, crystal growth equipment, capacitance meters, LCR meters, logic and spectrum analyzers, signal and function generators, digital oscilloscopes, multimeters, and power supplies.
- ☑ **Troubleshooting and Electronic Expertise.** Expertly troubleshoot and maintained small computer systems, analog and digital circuits, semiconductor devices, laser systems, and key electronics to a component level.
- ☑ **Project Management.** Took an instrumental role as lead technician in successfully accomplishing leadership activities over two military secured projects.
- ☑ **Instructional Design and Course Facilitation.** Used Articulate, Captivate, and Camtasia software to create course materials from engineering guidelines. Taught all course material making the information enjoyable and beneficial for all parties involved. Used ADDIE instructional design model when creating courses.
- ☑ **Growth and Development Impacts.** Received the *Lockheed Martin Employee of the Month Award* and *Lockheed Martin Patriotism Award* in 2011 for outstanding dedication and performance of assignments.

EDUCATION

BACHELOR OF SCIENCE IN ELECTRONICS ENGINEERING TECHNOLOGY: 2007
Jacksonville State University | Jacksonville, AL

CERTIFICATION

University of Arizona Certificate of Web Development
Six Sigma Yellow Belt Certification
DOD Secret Security Clearance- Inactive

JOHNNY KEITH JONES

161 S Tiago Drive, Gilbert, Arizona 85233 256.293.0046 kebo_83@hotmail.com

LinkedIn: www.linkedin.com/in/johnnykeithjones

PROFESSIONAL EXPERIENCE

| | |
|--|---|
| State Farm Insurance (auto, life, and fire insurance provider) EXPRESS ASSOCIATE/ FLOOR TRAINER - AUTO CLAIMS | Tempe, AZ November 2016–Present |
| <ul style="list-style-type: none">Trained, studied, and passed several state mandated insurance adjuster exams.Worked on new and existing claims, preformed accident investigations, created liability decisions, explained estimating and repair options to customers and claimants, and evaluated progress of claims from beginning to close.Acted as first response to customer questions and concerns dealing with their previous and on-going claims.Worked as the team lead, live claims trainer, and on the floor trainer in the Auto Claims Department. | |
| EchoStar (global satellite services provider and developer of hybrid video delivery technologies) TECHNICAL TRAINING LEADER | Gilbert, AZ August 2015–August 2016 |
| <ul style="list-style-type: none">Designed, developed and conducted technical training curriculum for the Technical Operation Centers.Created, taught, and managed the Peer Trainer Program.Worked with managers and supervisors in creating career path objectives for all TOC employees.Assisted with the implementation and daily activities of the Echostar Learning Management SystemAssisted in the implementation of Training Correction Request program to improve documentation.Led the technical writing of SOPs, work instructions, and user manuals for the Technical Operation Centers.Created and transferred existing training materials into e-learn format. | |
| GT Advanced Technologies (technology provider in advanced materials and innovative crystal growth equipment) SENIOR TECHNICAL TRAINER | Mesa, AZ January 2014–October 2014 |
| <ul style="list-style-type: none">Designed, developed, and conducted technical training curriculum for growth operators and maintenance personnel.Designed course outlines, lesson plans, instructor guides, student guides, and other course materials.Created, controlled, and maintained training material on Learning Management System (LMS).Collected, organized, and managed student information consisting of training, test scores, and certifications.Coordinated with production supervisors, managers, and engineers to identify training program needs.Assisted in the technical writing of SOPs, work instructions, and user manuals.Created new employee training program and materials.Developed assessments to evaluate the effectiveness of training to meet course objectives. | |
| Booz Allen Hamilton (leading provider of management and technology consulting services to the U.S. government) SENIOR TECHNICAL TRAINER | Huntsville, AL January 2013–January 2014 |
| <ul style="list-style-type: none">Functioned as a proactive field support representative and technical trainer for HF/SATCOM ARC 220/231 radios on multiple US Army airframes including CH-47, OH-58, UH-60, UH-72, and AH-64.Progressively led the maintenance, troubleshooting, programming, and repair of all systems, ranging from component to system levels.Provided extensive, instructor led, hands-on training to customers on system operation in classroom and field operation settings.Worked with engineering and research development teams to ensure accuracy of material for current and/or soon to be implemented product features. | |
| Lockheed Martin (global security, aerospace, and information technology company) FIELD ENGINEER/ TECHNICAL TRAINER | Gilbert, AZ January 2009–January 2013 |
| <ul style="list-style-type: none">Contributed insights as field support representative and technical trainer for multiple avionic systems.Tested and certified Modernized Target Acquisition Designation System/Pilot Night Vision System (M-TADS/M-PNVS) systems after installation on the Apache helicopters at the Boeing Facility in Mesa, Az.Acted as liaison between customer and Lockheed Martin while located in Afghanistan.Trained US Army armament crews to troubleshoot and repair M-TADS and M-PNVS equipment. | |