

# KEORI JOHNSON

773-668-4430 | [keori.johnson@icloud.com](mailto:keori.johnson@icloud.com)

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## EDUCATION

*Bachelor of Business Administration in Management Information Systems*

**Sam Houston State University, December 2025**

*Dean's List Fall 2024, Spring 2025*

*3.70 - UG SHSU GPA*

## DETAILED PROFESSIONAL EXPERIENCE

### **PROJECT MANAGER, IMPLEMENTATION SPECIALIST**

**MARCH 2023 – PRESENT**

Cybersoft Technologies, Houston, TX

Full time, Paid

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- Manages and evaluates large and high priority food service software implementation projects for over 40 clients
  - Oversees program components to ensure compliance with technical requirements, company policies, and contractual obligations, as well as adherence to USDA Child Nutrition Program regulations.
  - Conducts compliance reviews and reports findings to stakeholders and technology teams.
  - Coordinates with Food Service Directors to ensure implementation of corrective actions and policy updates in alignment with federal and state program requirements.
  - Prepares and submits monthly state claim documentation and audit responses to USDA and state agencies, ensuring programs remain in good standing.
- Key advisor and mentor to other project managers in defining, implementing, and communicating standardized project management methodology, lifecycle documentation, and governance aligned with state and federal guidelines.
- Conducts training sessions for Information Technology, Food Service, and Business staff on USDA program regulations, nutritional analysis requirements, and reporting procedures, improving overall compliance readiness.
- Designs custom reports for clients via SQL based on business needs and requirements
- Collaborates with cross-functional teams to evaluate program effectiveness, integrating feedback into process improvements that enhance food safety, program accountability and data reporting.
- Demonstrates strong initiative and independent problem-solving by applying technical expertise to resolve complex program issues without escalating to senior management.
- Leads meetings with cross-functional teams to communicate project updates, technical solutions, and compliance requirements, enhancing program understanding and execution efficiency.
- Develops portfolio dashboards and executes presentations to leadership, translating complex project data into actionable insights, driving accountability across programs.
- Partners with project managers and stakeholders to analyze budget and inventory valuation report variances, implement corrective strategies, and ensure alignment with

district objectives.

- Winner of Cybersoft's 2024 Support Fanatic Award

### **TECHNICAL SUPPORT SPECIALIST**

Cybersoft Technologies, Houston, TX

**FEB 2022 – MARCH 2023**

Full time, Paid

- Researched and analyzed customer-reported technical issues to identify root causes, trends, and potential compliance risks, providing actionable recommendations to development teams.
- Authored user guides, knowledge base articles, and internal training materials to support quality control programs and continuous improvement initiatives.
- Collaborated with engineers to resolve escalated technical problems, ensuring adherence to regulatory standards and company policies.
- Conducted data analysis on support ticket resolution trends to optimize operational performance metrics.
- Served as first line of resolution for technical support via phone, email, and ticketing system, resolving hardware, software, and network issues for end users.
- Manage user accounts, permissions, and password resets through proprietary management software.
- Retrieved data in databases and presented the information in client friendly forms.
- Installed, configured, and maintained proprietary software on end users machines.

### **12B COMBAT ENGINEER, TEAM LEADER**

US Army, Fort Polk, LA

**OCT 2017 – NOV 2020**

Full time, Paid

- Led and trained teams of 4–6 soldiers in high-pressure environments, developing leadership, risk management, and mission-planning skills.
- Routinely tracked soldier achievements and created monthly reports on their progression, training, and counseling details.
- Excelled as part of the second Combat Engineer class of women soldiers allowed in combat roles, demonstrating resilience and adaptability.

## **MISC SKILLS**

- Proficient in Microsoft Suite; Excel, PowerPoint, Word, Outlook, etc
- Outstanding interpersonal and organizational skills.
- Superb written and verbal communication skills.
- Strong ability to take initiative, multitask, and pay attention to details.