Keori Johnson
773-668-4430 | Keori.Johnson@icloud.com
Job Type: Permanent, Term
Work Schedule: Full-Time
Hiring Eligibility: Recent Graduate, Veteran, Public

WORK EXPERIENCE

Cybersoft Technologies   March 2023 – Current
Houston, Texas   40+ *Hours per week*
Project Manager | Implementation
Specialist

Duties, Accomplishments and Related Skills:

- Managed food service implementations for adherence to USDA Child Nutrition Program regulations, conducting compliance reviews and reporting findings to stakeholders and technology teams.
- Coordinated with Food Service Directors to ensure implementation of corrective actions and policy updates in alignment with federal and state program requirements.
- Conducted training sessions for Food Service staff on USDA program regulations, nutritional analysis requirements, and reporting procedures, improving overall compliance readiness.
- Partnered with cross-functional teams to evaluate program effectiveness, integrating feedback into process improvements that enhanced food safety and program accountability and data reporting.
- Assisted in preparing and submitting monthly state claim documentation and audit responses to USDA and state agencies, ensuring programs remained in good standing.
- Managed end-to-end software implementation projects for multiple clients, overseeing program components to ensure compliance with technical requirements, company policies, and contractual obligations.
- Applied technical expertise to resolve complex program issues without escalating to senior management, demonstrating initiative and independent problem-solving.
- Led meetings with cross-functional teams to communicate project updates, technical solutions, and compliance requirements, enhancing program understanding and execution efficiency.
- Winner of Cybersoft's 2024 Support Fanatic Award

Supervisor: Jaime Lawrence, Manager, 281-720-8175
Okay to contact this Supervisor: Contact Me First

Cybersoft Technologies   Feb 2022 – March 2023

Houston, Texas   40 *Hours per week*

Technical Support Specialist

Duties, Accomplishments and Related Skills:

- 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.

Supervisor: Yolissa Cumba, Region Lead, 281-402-3276

Okay to contact this Supervisor: Yes

EDUCATION

Sam Houston State University   3.70 - UG SHSU GPA

Management Information Systems, Dec

2025