

Matthew A. Johnson

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Education:

High School Diploma from Hahnville High School (2002 – 2006)

- ✦ Leader of the JROTC Varsity Drill Team for 3 years.
- ✦ Awarded the Air Force Sergeants Association's National Certificate of Recognition for outstanding achievement and exceptional leadership ability.

BA in Computer Science IN PROGRESS from Franklin University (2025 – Current)

- ✦ Attending Online Classes at Franklin University to obtain BA in Computer Science to be able to move in to Software Development with goals of becoming a Full Stack Engineer.
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Work Force Experience:

Technical Support Agent for Corebridge/Cyrious Software and Cyrious E-Commerce

2017-Current

- ✦ Time Management: Respond to all reported issues within a 24-hour period. Insure that all work items have their issues resolved within a proper amount of time upon contacting customers. Follow up on all reported bug tickets and verified that solutions were created within a reasonable amount of time.
- ✦ Software Maintenance: Troubleshoot all problems with software and resolve reported issues. Once software defects are found and resolved, schedule updates to the customer's software. If a customer was on an older version of the software, update them to the current release of software or inform them of where they can find the update file.
- ✦ Communicate with Customers: Ascertain any and all problems they are experiencing with their software. Once the problem has been determined, create a solution and then explain. If needed, demonstrate to the customer how to properly resolve the issue.
- ✦ SQL Database Maintenance: Locate, create, update, and repair fields on SQL Server-based databases.
- ✦ Developmental Assistance: When an issue is unable to be resolved or the functionality of a feature in the software is not working correctly, recreate the issue in the test environment and properly document the issue. After the issue is properly documented, submit to the Development team.
- ✦ Communicate with Team: Keep team informed daily of any day-to-day issues that were experienced. Meet with Support staff on a weekly basis to notify of any reported bugs with the Cyrious Software as well as keeping them posted on what is occurring with the E-Commerce team.
- ✦ Accounting Knowledge: Customers close out accounting on a daily, weekly, monthly, and yearly basis. Able to assist with general knowledge of how a General Ledger works and the ability to locate and correct known out of balance issues.

Wal-Mart Customer Service Representative

2016-2017

- ✦ Developing and Conducting Needs Analysis: Properly moved and documented all products that came into the store. Assisted with organization and display of products and ensured a balanced amount of product was in needed areas.
- ✦ Customer Service: Communicated with customers and handled all complaints, compliments, and returns/exchanges. Answered questions and offered knowledge of products and services.

Louisiana Department of Revenue Support Agent for Information Technology Department

2012-2014

- ✦ Organization and Processing of Tax Documents: Separated tax documents into proper categories and assigned them to the proper advanced scanners. Scanned 10,000 plus documents per day.
- ✦ Quality Assurance Verification: Using software on the advanced scanners locate images that were not properly documented. Corrected documents and verified the documents met the proper quality.
- ✦ Hardware Maintenance: Verified that machines were at optimal service levels.

Skills:

- ✦ **Communication Skills:**
 - Experienced with working on a team and actively communicating up-to-date knowledge with other team members.
 - Able to communicate with customers as well as keep them up to date on the progress of any reported issues.
 - Advanced written skills are shown in proper documentation of ticket notes, developmental ticket submissions, and updating wiki articles with hot fix notes as well as educational wiki articles.
- ✦ **Organizational Skills:**
 - Able to handle multiple issues at one time.
 - Provide proper support for multiple versions of software at one time.
 - Keep up-to-date records of active and closed development tickets.
 - Verify up-to-date wiki articles on software as well as release notes.
- ✦ **Time Management Skills:**
 - Able to manage time on work in progress to ensure that a back log is not created.
- ✦ **Experienced In:**
 - SQL Software, SQL Server Management Tools, Microsoft Office, Visual Studio.

References:

- ✦ Ongelle Richards: Technical Support Manager for Cyrious Software
 - Email: ORichards@Cyrious.com - Phone: 225-442-2282
- ✦ Paula M. Forrest: IT Project Delivery Lead III for Tulane University
 - Email: PForest@Tulane.edu - Phone: 225-573-5253