

Neyah Johnson

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PERSONAL STATEMENT

Dedicated to pursuing a future role as a System Administrator, a solid academic foundation in Information Technology and hands-on experience as a Help Desk Analyst offer an opportunity to leverage skills in maintaining IT systems and contributing to the efficiency of evolving technology.

WORK EXPERIENCE

Kean University Office of Computer Information Services

Union, NJ

Help Desk Analyst

Feb 2024– Present

- Provided technical assistance to the university community to support level 1 technical issues via phone, email, and remote sessions.
- Upheld FERPA compliance and privacy standards when handling student records.
- Troubleshooted and resolved problems related to user accounts, access rights, and permissions.
- Documented walk-in requests and end-user interactions into the ticketing system and checked the status of current incidents and service requests.
- Collaborated with other IT teams to ensure seamless communication and support for users.

EDUCATION

Kean University

Union, NJ

Bachelor of Science - Information Technology

Expected May 2025

Cumulative GPA: 3.4

Technical Skills: Macintosh & PC Proficient, Microsoft Office

Relevant Coursework: Data Structures, Computer Programming, Network Technology, Computer Systems, Digital Circuits, Discrete Structures, Linux/Unix, IT Database Management Systems

ACTIVITIES

Kean Leadership Institute

Union, NJ

Member

Sep 2021 – Present

- A comprehensive four-year certification program encompassing the T2K Bronze, Silver, Gold, and Platinum Leadership Program, fostering students' individual and collective growth and preparing me to be an impactful leader at Kean University and beyond.

UNIVERSITY PROJECTS

Innovative Method for Assessing the Attitude of Undecided and Underrepresented Students to

Computer Science and Information Technology - GS-LSAMP

Spring 2023

- Created a survey to measure five important constructs influencing the attitudes and identity of undecided and underrepresented students in pursuing Computer Science and Information Technology: Confidence, interest, gender, experiences, and self-identity.
- Focused on understanding why students of undecided and underrepresented groups do not pursue Computer Science and Information Technology and identifying better ways to instruct, retain, and engage them
- More students of color are needed as interest in Computer Science and Information Technology grows nationally.

ADDITIONAL

Awards: NJAC Foundation & SHI International 2021 Scholarship Program Award, NSF S-STEM Undergraduate Scholarship 2023-2024