

STEFFAÑ JOHNSON

Portmore, Jamaica | 876-821-6673 | steffaun.john23@gmail.com

PROFILE SUMMARY

Front-end web developer with a growing cybersecurity foundation, focused on building responsive web applications that connect user interfaces with real data and secure backend systems. Experienced in JavaScript-based UI development, API integrations, serverless functions, and database connectivity (Supabase). Strong problem-solver with a background in technical support, customer systems, and process-driven environments. Experienced in building websites, application concepts, and service platforms from UI design through backend connectivity.

Front-End Web Developer | Digital Solutions Builder | Cybersecurity Growth Path

WORK EXPERIENCE

KingAlarm Systems – Collections Agent (June 2025 – Present)

- Installation follow-up and payment coordination
- Department coordination

KFTL – Casual Stevedore / Lasher (Sept 2023 – June 2024)

- Assisted with operational tasks in a logistics and port environment requiring accuracy and adherence to procedures
- Worked within structured workflows and safety-focused environments • Demonstrated reliability and time management in a high-responsibility setting

VXI Jamaica Ltd. – Sales Agent (Dec 2021 – Sept 2023)

- Handled high-volume inbound and outbound customer interactions while using CRM and internal systems to manage accounts
- Resolved customer issues by troubleshooting service, billing, and account-related problems in real time
- Maintained accuracy when working with sensitive customer information and account records
- Consistently met performance and quality metrics in a fast-paced technical support environment
- Communicated complex information clearly to non-technical users

Advantage Communications – Technical Support Agent (Jan 2021-Sept 2021)

- **Provided first-line technical support for customer connectivity, device, and service issues**
- **Diagnosed and resolved hardware, software, and network-related problems**
- **Guided users through troubleshooting procedures step-by-step to restore services**
- **Worked with system tools and internal knowledge bases to resolve technical incidents**
- **Documented cases accurately to support escalation and long-term issue tracking**

PROJECT EXPERIENCE

SJ Tech Portfolio Platform (Personal Project)

Front-end web application platform showcasing interactive tools, live data dashboards, and backend integrations.

- Built a multi-page responsive portfolio using HTML, CSS, and JavaScript
- Developed an API-driven dashboard displaying live country and weather data
- Implemented a password security lab demonstrating secure input validation
- Created a front-end authentication flow with protected dashboard logic
- Integrated a serverless contact system using Netlify Functions and Supabase (Postgres)
- Applied row-level security principles and database insert policies
- Designed mobile-first layouts and performance-focused UI patterns

Key Technologies: JavaScript, HTML, CSS, APIs, Netlify Functions, Supabase, Responsive Design

Sappho Nail Studio Website

Client-focused website for a beauty/nail service brand. <https://sapphonails.netlify.app/>

- Designed and developed a modern mobile-friendly service website
- Structured booking flow and service presentation for user clarity
- Implemented clean visual branding and layout systems
- Focused on mobile UX and performance optimization

Tech: HTML, CSS, UI/UX Design, Mobile Optimization

Bagga Chatz (App Concept & Development Planning)

Jamaica-focused social/chat application concept.

- Designed user flows for posting, commenting, and messaging features
- Planned application structure including social interactions and user engagement
- Focused on usability, accessibility, and community-first design principles

Focus Areas: App UX Planning, Social System Design

YaadHelp (In Development)

Parish-based Jamaican service-provider platform.

- Designing a location-based service platform for verified local providers
- Planning user login, provider verification, and filtering systems
- Structuring the app with a focus on security, trust, and usability

Focus Areas: Platform Architecture, Service Marketplace UX

TECH SERVICES & INDEPENDENT WORK

I build practical, user-friendly digital solutions for small businesses and personal brands, focusing on clarity, mobile responsiveness, and modern web practices.

Services I Provide:

- Responsive website design & development
- UI structure and layout systems
- Interactive web tools and forms
- API-connected web dashboards
- Basic backend connectivity (serverless + database)
- Security-aware website practices

SKILLS

TECHNICAL SKILLS

Front-End Development

- HTML5, CSS3, Responsive Design
- JavaScript (DOM manipulation, async fetch, UI logic)
- UI/UX Structure & Form Validation

Web & App Development

- API Integration (REST APIs)
- Serverless Functions (Netlify)
- Database Connectivity (Supabase / Postgres basics)
- Dynamic Data Rendering

Cybersecurity Foundations

- Network Security Fundamentals
- SIEM Monitoring (Wazuh, Splunk)
- Ethical Hacking Foundations
- Nmap Scanning & Enumeration

General IT

- Hardware & Software Troubleshooting
- Technical Support
- Documentation & Process Handling

EDUCATION

- University of Technology, Jamaica — Bachelor's in Computer Information Systems (Attended, Not Completed)
- Kingston College — 7 CSEC/CXC Subjects Completed
- Bridgeport High School — 8 CAPE Subjects Completed

CERTIFICATIONS

- Google Cybersecurity Professional Certificate
- Certified Ethical Hacker (CEH) v12 – Packt Specialization
- Palo Alto Networks Cybersecurity Foundation Certificate

Portfolio: <https://sjtechco.netlify.app/>