

# Steffen Johnson

11701 SW 72 PL, Miami, FL 33156

(786) 301-1274

Sjohn239@Fiu.edu

## Professional Experience

**Georgia Tech Institute of Technology | Atlanta, GA**

02/2013 - 11/2013

*Information Technology specialist*

- Built, fixed, and troubleshooted both Windows and Mac systems
- Provided support over phone and in person to students, faculty, and staff
- Maintained Georgia Tech Research servers and upgraded them with new hardware under a certain budget.
- Was a jack of all trades in the office, often helping other people with their projects if I finished my agenda early.

**Publix | Atlanta, GA**

11/2009 - 11/2013

*Customer Service Team Member*

- Worked in a team to solve problems that arose.
- Operated register and was very neat and orderly.
- Often trained new employees how to use computer system/ other responsibilities.

**Gardner's Market | Miami FL**

05/2006 - 08/2009

*Front End Assistant Manager*

- Created work schedule for front end employees based on their availability
- Balanced out registers at end of the day and entered data to computer
- Provided customers with knowledge of all our products

## Education

**Florida International University | Miami, FL**

Expected 12/2017

Bachelor of Science in Information Technology

**Miami Dade College | Miami, FL**

01/2014 - 12/2015

Associate of Arts in Information Technology | 3.4 GPA

## Skills

- C++ / Java
- Microsoft Office
- Windows Operating Systems
- Customer Service