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| Dillon Johnson | 15938 SE Henderson Way 97236  (720)-980-3372  dillon.j.johnson@outlook.com |

Analytical, attentive, and detail oriented individual, possessing an active and energetic work ethic and strong communication skills. Varied experience in desktop, server, and application support across industries, and pursuing experience in DevOps and automation.

# Skills

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| * Timely and efficient analysis and resolution of issues. * Strong written and verbal communication, technical and otherwise | * Professional and courteous support * Leadership and motivational ability * Drive to help and enable others to work effectively |

# Experience

### May 2015 – February 2016

## IT Support / Wheat Ridge Animal Hospital, Wheat Ridge, CO

Desktop, Server, and Application support for 100+ end users, both onsite and remote, including Windows 7 through 10 desktops, Hospital Information Systems (Avimark), and Diagnostic Imaging hardware and software. Automation with Powershell/Batch. Incident tracking & management through Zendesk. Vendor relations, new site planning, and implementation of new applications and systems.

### February 2016 – March 2019

## IS Service Desk Lead / Nissan North America, Englewood, CO

Leadership of small teams of Service Desk Analysts, Escalation calls. Incident and Knowledge management, Reporting using ServiceNow. Support of both Windows 7 and 10 desktops, Apple and Android mobile devices. SRT (Service Restoration Team) Operations including scheduling, leading, and notating Major Incident Resolution meetings. Account management in Active Directory, AS/400, and SAP. Training of new employees and of existing employees on new systems and procedures.