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| christa johnson  901 Cobblestone Blvd, Stockbridge, GA 30281 · 770-687-9322  christarjay@gmail.com · [https://www.linkedin.com/in/christa-johnson/](https://www.linkedin.com/in/christa-johnson/%20) |

# summary of Skills

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| * Strong attention to detail * Exceptional communication, interpersonal and problem-solving skills * Ability to understand complex IT ideas and concepts * Knowledge and experience working with command line * Git/GitHub | * Ability to multitask multiple projects with concrete and fluctuating deadlines * Great critical and analytical thinking skills * Ability to troubleshooting most computer software issues * HTML, CSS, JavaScript * Microsoft Office Suite * Ability to work independently |

# Experience

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| November 2014 – July 2018 Case Manager, DEPARTMENT OF FAMILY AND CHILDREN SERVICES   * Conduct regular interviews with clients to review benefit eligibility * Develop strong, positive and effective relationships with coworkers, families and other community members * Demonstrate excellent oral, written, presentation and interpersonal communication skills * Perform basic troubleshooting on computer hardware and software * Provide exceptional customer service * Display PC skills including word processing and spreadsheet applications * Work daily in a fast-paced and complex environment * Adapt to policies that change daily, weekly and monthly * Assemble company computers * Display a high level of oral and written communication skills, as well as problem-solving and analytical thinking skills * Display exceptional organizational and multi-tasking abilities * Display ability to meet concrete and fluctuating deadlines on a weekly, monthly and quarterly basis  April 2013 – August 2014 Store Manager, WIRELESS COMMUNICATIONS   * Assemble computers and other office hardware for use * Assist and lead store marketing projects within the community * Research and recommend different solutions for store marketing * Network with other business professionals to bring awareness to new store * Monitor network/system performance and troubleshoot problems as they arise * Supervise, direct, and evaluate current associates * Install, test and configure store workstations * Instruct workers on logging into and accessing company specific programs * Clearly communicates all changes in products, services, and/or procedures in a timely manner * Display ability to multi-task effectively and efficiently * Provide advice and assistance concerning customers device and computer software * Build rapport, relationships, and credibility with new and old customers quickly * Work as a team with associates and others in company towards common sales goals * Provide technical support to customers * Display a high level of oral and written communication skills, as well as problem-solving and analytical thinking skills  March 2012 – February 2013 Cashier, HOME DEPOT   * Provide excellent customer service to all customers * Develop strong customer relationships with repeat customers * Process returns and transactions for customers * Assist in other store departments * Train incoming cashiers on how to work register  June 2010 – March 2011 Customer Service Representative, RYLA Telecommunications, Inc.   * Explain to customers how to use different personal devices in layman’s terms * Explain to customers how the AT&T network works versus other cellular networks in layman’s terms for full understanding of different signal types * Walk customer through how to make changes and make payments from their phone or personal computer * Explain cellular bill in detail to client * Provide technical support to customers |

# Education

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| october 2018front end developer certification, linkedin learningCoursework includes but not limited to: HTML, JavaScript, CSS, Git/GitHub, BootstrapAugust 2016 – May 2017Major: Information Technology, clayton state universityCoursework includes but not limited to: Foundations in Webmaster, Introduction to Database Design, Foundations of IT, Computer Science I, Fundamentals of Networking and SecurityDecember 2008Bachelor of arts in english, fort valley state university Coursework includes but not limited to: Intro to Technical Writing and Internship, Typography, Computer Graphics, Intro to Research |