Oklahoma City, Ok

(405) 255-7470

info@micahjjohnson.com

www.micahjjohnson.com

Micah Johnson

SKILLS

HTML, CSS, JavaScript, JQuery, Sass, JSON, SQL, Bootstrap, Git, Github, Wordpress

EXPERIENCE

Pipeline ROI, Oklahoma City, Ok — *Web Design*

MONTH 20XX - PRESENT

- Phone consultations with customers to plan the development and branding of the web site
- Build the website from a template
- Design custom pages for customers
- Fix any design issues that may arise on a customer's site

Pipeline ROI, Oklahoma City, Ok — *Senior Technical Support*

MONTH 20XX - MONTH 20XX

- Provides technical support to customers via phone about their website or emails.
- Remote desktop support if the situation arises
- Create and manage documentation for completed walkthroughs
- Provide troubleshooting instructions to customer for our software products and web browser compatibility issues.
- For issues that can not be corrected at the moment, I would provide a temporary "work around" for immediate customer issues where appropriate.
- Provides assistance for customer with domain issues. Generally this would include pointing records (A record, CNAME record, MX records, and NS records) correctly to our servers or away.
- Assist customer who enter support tickets
- Escalate to senior techinical support if issue is still not resolved

Pipeline ROI, Oklahoma City, Ok — *Technical Support*

MONTH 20XX - MONTH 20XX

- Provide troubleshooting instructions to customer for our software products and web browser compatibility issues.

- For issues that can not be corrected at the moment, I would provide a temporary "work around" for immediate customer issues where appropriate.
- Provides assistance for customer with domain issues. Generally this would include pointing records (A record, CNAME record, MX records, and NS records) correctly to our servers or away.
- Assist customer who enter support tickets
- Escalate to senior techinical support if issue is still not resolved

EDUCATION

Lynda.com & Pluralsight, Online — *Web design*

MONTH 20XX – MONTH 20XX, Oklahoma City, Ok

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