

Oklahoma City, Ok  
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[www.micahjohnson.com](http://www.micahjohnson.com)

# Micah Johnson

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## SKILLS

HTML, CSS, JavaScript/ES5/ES6, OOP, JQuery, Scss/Sass, JSON, SQL, Bootstrap, Git, Github

## EXPERIENCE

### Teleflora, Oklahoma City, Ok *Web Development*

Dec 2017 - present

- Build standard and custom design sites provided by the design team
- Make the edits and fix site issues across the custom platform
- Document the process of building the custom designs.

### A La Mode, Oklahoma City, Ok *Web Development/Design*

Dec 2015 - Dec 2017

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

### A La Mode, Oklahoma City, Ok *Senior Technical Support*

Oct 2015 - Dec 2015

- 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 workaround 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 technical support if issue is still not resolved

– *Technical Support* **Avial Support, Oklahoma City, Ok**

MAY 2014 – MAY 2015

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## EDUCATION

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

Oct 2014 – PRESENT Oklahoma City, Ok

These classes were provided through the company to continue to help tech improve their skill level. I have focus a majority of my time with web development skills that are closely associated with my job.