Oklahoma City, Ok
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Micah Johnson

SKILLS

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

EXPERIENCE

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

Dec 2015 – PRESENT

- 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 chose 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

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

Oct 2015 – PRESENT

- 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

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

MAY 2015 – MAY 2015

- 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

EDUCATION

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

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.