Oklahoma City, Ok

(405) 255-7470

[info@micahjjohnson.com](mailto:info@micahjjohnson.com)

www.micahjjohnson.com

Micah JohnsonA long, thin rectangle to divide sections of the document

# 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.