

Crystal Payne Johnson

Dallas, TX | 214-995-8497 | cpaynejohnson@gmail.com | linkedin.com/in/cpaynejohnson

PROFESSIONAL SUMMARY

Experienced technical support representative with strong analytical and problem-solving abilities. Able to achieve objectives under challenging circumstances. Brings a logical and resourceful approach to problem-solving. Excited to share my proven skills and customer centric attitude.

SKILLS

- Troubleshooting
 - Windows 8/10
 - Positive Attitude
 - Phone/Email Support
 - Active Directory
 - Active Listening
 - Microsoft Office
 - Attention to Detail
 - Working Remotely
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PROFESSIONAL EXPERIENCE

IT Support Coordinator, Gold's Gym **10/2023 - present**

Provide identity and access management to over 2,500 US employees, including onboarding, transfers and offboarding.

- Receive requests via ServiceDesk Plus to provision employee profiles in Active Directory, including creating, updating and removing permissions and user accounts.
- Create and update profiles in Motionsoft.
- Run a script to create email accounts. Use O365 to update email permissions.
- Use ServiceDesk Plus ticketing system to track and address issues submitted by users.

Apprentice – Technology Strategy, Verizon **11/2021 – 11/2022**

Worked with an Agile product management team on a multi-year strategic project aiming to modernize the Adobe Experience Manager (AEM) content management platform.

- Created and managed Jira tickets to track tasks with external team dependencies.
- Assisted with daily scrum calls and managing the product backlog while following the Agile framework.
- Composed daily communications for globally distributed teammates, external teams and stakeholders to maintain team productivity and knowledge of project status.
- Assisted with creating documents and presentations for management.

Digital Experience Coordinator, Gold's Gym **5/2020 - 11/2021**

Provided technical support for Gold's mobile applications via email to over 20,000 members and over 5,000 US employees.

- Created and updated employee and member profiles in Motionsoft and MotionVibe systems, also unlocked accounts and updated passwords for access to company apps.
- Resolved issues encountered with Gold's mobile applications via email and Fresh Desk tickets.
- Educated users on features of apps.
- Worked cross functionally to resolve reported software bugs and other app issues.

- Processed refunds via Google Play Store.

IT Support Coordinator, Gold's Gym**6/2019 - 4/2020**

Provided identity and access management to over 5,000 US employees, including onboarding, transfers and offboarding.

- Received requests via Service Now to provision employee profiles in Active Directory, including creating, updating and removing permissions and user accounts.
- Processed an average of 75 identity access requests per day.
- Created and updated profiles in Motionsoft.
- Ran a script to create email accounts. Used O365 to update email permissions.
- Used Service Now ticketing system to track and address issues submitted by users.

Planned Career Break**2/2017 – 5/2019**

An intentional pause to focus on family and education.

- Provided full time caregiving.
- Attended Western Governors University full time.

Help Desk Analyst I, Robert Half**3/2016 - 1/2017**

Provided technical support in person and by phone to over 2,000 US employees.

- Assisted an average of 65 customers each day and maintained 82.7% first call resolution rate.
- Used Active Directory to reset passwords, unlock user accounts, deprovision accounts, add users to security groups and adjust mail flow settings.
- Assisted employees with Microsoft Office applications, troubleshoot PCs, laptops, network and VPN connectivity issues, also installed and troubleshoot networked printers.
- Used Remote Assistance and SCCM to remotely troubleshoot networked PCs, laptops and thin clients.
- Troubleshoot Airwatch installations on iOS and Android phones.

CERTIFICATIONS

Microsoft Security,
Compliance and Identity
Fundamentals

CompTIA Network+
CompTIA Security+
Cisco CyberOps Associate

GIAC GFACT
GIAC GSEC
GIAC GCIH (in progress)

EDUCATION**Associate of Science in Computer Information Systems**

Delgado Community College, New Orleans, LA

12/1994

Completed 103 hours of coursework towards:

Bachelor of Science in Network Operations and Security

Western Governors University, Salt Lake City, UT

11/16 – 4/19