

CRYSTAL PAYNE JOHNSON

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SUMMARY

5+ years of providing excellent Active Directory account administration (98.9% completion within SLAs) and technical support (82.7% first call resolution). Experience in working with Agile teams while demonstrating strong communication, prioritization and time management skills.

EXPERIENCE

11/21 - 11/22 Principal Engineer - Technology Strategy (Apprentice) Verizon - Irving, TX

Worked with an Agile product management team on a multi-year strategic project aiming to modernize the 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.

6/19 - 11/21 IT Support Coordinator Gold's Gym (Corporate) - Dallas, TX

Provided identity and access management for 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.
- Created email accounts and assigned permissions using Powershell and O365 (Exchange Online).
- Created and maintained documentation for IAM processes.

3/16 - 1/17 Help Desk Analyst I (Contractor) Robert Half / Lehigh Hanson - Irving, TX

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

- Used Active Directory to reset passwords, unlock user accounts, enable or disable Active Sync, enable or disable device access to the network, 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.

9/15 - 3/16 Helpdesk Technician CompuCom Systems Inc. - Dallas, TX

As a member of an MSP, provided technical support by phone to over 800 employees of client company.

- Used Active Directory to reset passwords, view user reports and unlock user accounts.
- Used Airwatch to track iPads, unlock devices and push mobile applications.
- Remotely troubleshoot thin clients, workstations and personal computers.

CERTIFICATIONS

CompTIA Security+

CompTIA Network+

Microsoft Identity and Access Administrator (in progress)

EDUCATION

2024 (anticipated)
Western Governors University

B.S., Network Operations and Security
Salt Lake City, UT

1994
Delgado Community College

A.S., Computer Information Technology
New Orleans, LA