CRYSTAL PAYNE JOHNSON

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TRAININGS AND CERTIFICATIONS

11/2021-11/2022   **Software Engineer Apprenticeship Program**

Multiverse

- 12 month professional apprenticeship program
- Featured on-the-job learning, bootcamp trainings and 1:1 coaching sessions
- Built professional projects using various technologies
- Studied CRUD, test driven development, CI/CD, Restful APIs, and more
- Worked with JavaScript, Docker, React, SQLite, Postman, and others

7/2021-10/2021   **Junior Cloud Practitioner Program**

Generation USA

- 10 week intensive bootcamp style program
- Studied DevOps Theory and Practice and used Python for coding on Linux OS
- Developed a growth mindset and learned how to effectively communicate and collaborate on a team

CompTIA Network+ certified   AWS Certified Cloud Practitioner
CompTIA Security+ certified

EXPERIENCE

11/2021- 11/2022   **Principal Engineer - Technology Strategy (Apprentice)**

Verizon - Irving, TX

- Compose daily communications for globally distributed teammates, external teams and stakeholders
- Assist with creating reports and presentations for stakeholders and executives
- Assist with managing and prioritizing the product backlog
- Lead daily scrum meetings and assist with sprint planning
- Create and manage Jira tickets to tracks tasks with external team dependencies

6/2019- 11/2021   **Digital Experience Coordinator and IT Support Coordinator**

Gold's Gym - Dallas, TX

- Created, updated and deprovisioned employee profiles in Active Directory
- Ran a script to create email accounts, then used O365 to update email permissions
- Received requests via Service Now to assist Gold's Gym employees with various access issues
- Received tickets via Fresh Desk ticketing system from members and resolved technical issues encountered while using the Gold's Gym and Gold's AMP apps
- Created and updated member profiles, also unlocked member accounts and updated passwords

EDUCATION

2023 (anticipated)   B.S., Network Operations and Security
Western Governors University   Salt Lake City, UT