CRYSTAL PAYNE JOHNSON

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TRAININGS AND CERTIFICATIONS

11/2021-11/2022   **Multiverse**

Software Engineer Apprenticeship Program

- 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   **Generation USA**

Junior Cloud Practitioner Program

- 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

Certified Scrum Master	AWS Certified Cloud Practitioner	CompTIA Project+

EXPERIENCE

11/2021- Present   **Verizon**   **Irving, TX**

Principal Engineer - Technology Strategy (Apprentice)

- Compose daily communications for globally distributed teammates, external teams and stakeholders
- 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
- Assist with creating reports and presentations for stakeholders and executives

6/2019- 11/2021   **Gold's Gym**   **Dallas, TX**

Digital Experience Coordinator and IT Support Coordinator

- 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
- 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.

EDUCATION

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

1994   A.S., Computer Information Technology
Delgado Community College   New Orleans, LA