

# CRYSTAL PAYNE JOHNSON

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## TRAININGS AND CERTIFICATIONS

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### **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 Project+

Certified Scrum Master

Currently studying to obtain the Certified Associate in Project Management (CAPM) certification.

## EXPERIENCE

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### **11/2021- Present                      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*

- 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

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2023 (anticipated)                      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