CRYSTAL PAYNE JOHNSON

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SUMMARY

5+ years of providing excellent AD 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   **Engineer Apprentice - Technology Strategy**   **Verizon - Irving, TX**

Worked with an Agile product management team on a multi-year strategic project aiming to modernize the AEM (Adobe Experience Manager) platform.
- Created and managed Jira tickets to tracks tasks with external team dependencies.
- Assisted with daily scrum calls and managing the product backlog.
- Composed daily communications for globally distributed teammates, external teams, and stakeholders.

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

Provided identity and access management for over 5,000 US employees.
- Received requests via Service Now to provision employee profiles in Active Directory, including creating, updating and removing accesses and user accounts.
- Created email accounts and provided permissions Powershell and O365 (Exchange Online).
- Created and maintained documentation for IAM processes.

3/16 - 1/17   **Help Desk Analyst I**   **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, troubleshot PCs, laptops, network and VPN connectivity issues, also installed and troubleshot 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 troubleshot thin clients, workstations, and personal computers.

CERTIFICATIONS

CompTIA Security+	CompTIA Network+	Microsoft Identity and Access Administrator (in progress)

EDUCATION

2024 (anticipated)	B.S., Network Operations and Security
Western Governors University	Salt Lake City, UT

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