

HAKEEM JOHNSON

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EDUCATION

Bachelor of Science (B.S.) Information Technology

University of Los Angeles,
Los Angeles, CA
September 2007 - May 2011

KEY SKILLS

- Information Technology
- Technical Project Management
- Agile Methodology
- Cybersecurity
- Strategic Planning

CERTIFICATIONS

- Cisco Certified Network Professional (CCNP), 2016
- Cisco Certified Network Associate (CCNA), 2014
- CompTIAA+, 2011

A Senior IT Specialist with 10+ years of experience, specializing in network administration, software installation, technical project management, and cybersecurity. A proven track record of leading technology teams to execute multi-million-dollar IT projects and initiatives. A strong history of defining overarching strategy and direction for IT organizations.

PROFESSIONAL EXPERIENCE

Senior IT Specialist

Los Angeles Technology Inc., Los Angeles, CA | November 2015 - Present

- Serve as the IT point of contact for client accounts valued at \$500K to \$2.5M, which includes troubleshooting Tier 1 technical issues, deploying technology solutions, and executing large-scale installation and network projects across customer sites
- Analyze security policies and procedures for client businesses and propose solutions to mitigate risks, improve user authentication, and enhance security
- Manage a team of 20 system administrators, network engineers, help desk technicians, and IT personnel to provide end user support and execute \$3M IT initiatives, including large scale system migrations and networking projects
- ♦ Lead meetings with the IT department and C-level executives to create technology roadmaps and define long-term IT strategy for the organization

IT Specialist

West Coast IT Corp., Los Angeles, CA | May 2011 - November 2015

- Troubleshot Tier 3 issues for customers, Identified and resolved bugs, and coordinated with the IT team to drive enhancements and refine service delivery for end users by standardizing IT procedures
- Performed software and hardware installations, upgrades, and maintenance