

Ralph Johnson

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SUMMARY

Computer Science student with hands-on experience in web application development, database work, and teaching coding to 500+ students. Skilled in HTML5, CSS3, JavaScript, .NET, SQL, and Python with strong foundations in troubleshooting and system support. Check out my React-built portfolio website for a peek at some of my skills!

EXPERIENCE

Software Engineering Instructor

Summer 2022, 2023, 2024, 2025

DesignYou Code Camp

Houston, TX

- Taught **React**, **JavaScript**, **HTML5/CSS3**, and **Python** to 500+ students across three summers, fostering hands-on coding experience through real-world projects.
- Designed instructional sessions and labs, simplifying complex programming concepts (e.g., **SDLC**, **Scrum**, **OOP**) for 6th – 8th graders.
- Integrated **GitHub**, **Visual Studio Code**, and Microsoft Teams into the curriculum and managed up to 200 students per session

Consultation Agent

March 2025 – Present

Geek Squad

Houston, TX

- Delivered on-call technical support to over 50 clients daily across various consumer electronics including PCs, laptops, tablets and smart home devices.
- Documented and tracked service requests, incidents and resolutions using Geek Squad's ticketing system.
- Received award for earning the highest agent ISP with the most tickets resolved in the 2nd Quarter of 2025.

IT Support Specialist (Hybrid)

June 2021 – Jan 2025

RSI Systems

Houston, TX

- Managed and maintained network hardware (e.g., patch panels, switches, cabling), and responded to network related disruptions within 15 minutes of ticket creation.
- Utilized Zendesk Suite to manage support tickets and achieved a 95% resolution rate for remote network troubleshooting; Achieved an 87% resolution rate for general troubleshooting.
- Deployed and configured workstations, peripherals, and network connections for new hires, supporting onboarding across 9 departments.
- Implemented a more detailed troubleshooting documentation process and new FAQ page to internal company system that reduced repeat support tickets; FAQ page received ~200 visits per day post launch

EDUCATION

University of Houston

GPA: 3.5/4.0

Bachelor of Science in Computer Science with a Minor in Mathematics

SKILLS

Languages: C++, HTML5/CSS3, JavaScript, Python, .NET and R.

Certifications: Apple Certified Support Professional, CompTIA A+ and Cisco Network Academy: Essentials in Python.

Interests: Ultimate Frisbee, Football, Oil Rigs, Overwatch and PC Building.