Ralph Johnson

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OBJECTIVE

Seeking an internship or full-time position to apply my technical skills in software engineering, data analytics and tech support and grow a professional network.

EDUCATION

University of Houston   Houston, TX
B.S. in Computer Science; Minor in Mathematics   *May 2025*

EXPERIENCE

Consultation Agent   April 2025 - Present
Best Buy, Geek Squad   *Galleria, TX*
- Diagnosed/Repaired connectivity issues, hardware failures, and software conflicts for 50+ clients daily.
- Installed, configured, and supported network devices for residential and small business clients, including LAN setups, wireless routers, modems and other network peripherals.
- Provided consultations on network upgrades, security enhancements, and device compatibility directly influencing client purchasing decisions.

Undergraduate Research Assistant   Aug. 2022 – May 2025
University of Houston, School of Technology   *Houston, TX*
- Offered technical support and tutoring to 500+ undergraduates in mathematics and technical software including Excel, and MATLAB.
- Aided 20+ faculty members a semester by designing/managing Canvas classrooms and troubleshooting technology issues.
- Resolved connectivity and access issues within the UH Technology Lab, managing 30+ units at a time.

Technical Instructor   Summer 2022, 2023, 2024
DesignYou Code Camp   *Houston, TX*
- Created and led instructional sessions for 500+ students across three summers, teaching Python, JavaScript and web development; Utilized Microsoft Teams to manage coursework.
- Assisted in employee onboarding by configuring workstations and delivering initial technical training on applications and security protocols.
- Fixed AV equipment issues during live coding session, including projectors, microphones, speakers and other miscellaneous technologies.

IT Help Desk Assistant   Aug. 2019 – Dec. 2022
RSI Systems   *Spring, TX*
- Delivered on-call technical support for 20+ employees per day using Windows and MacOS systems.
- Installed, maintained and upgraded IT equipment including 100+ computers, printers and network peripherals.
- Managed users in Microsoft 365 Admin center, handling account creation, password resets, multi-factor authentication (MFA), email settings and security configurations.
- Monitored and troubleshooted network connectivity issues across local and remote workstations.

TECHNICAL SKILLS

Certifications: Apple Certified IT Professional, CompTIA A+, Microsoft Certified IT Professional
Languages: C++, HTML/CSS, JavaScript, Python, R, SQL
Developer Tools: Azure, Docker, GitHub, Linux, MATLAB, Node.js, Openshift, RStudio, VS Code