Ralph Johnson

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EDUCATION

University of Houston   **Aug 2025**
Bachelor of Science in Computer Science with a Minor in Mathematics

EXPERIENCE

Technical Support Analyst   **Oct 2025 – Present**
Heavy Construction Systems Specialists   *Sugar Land, TX*
- Responded to and resolved support issues for a global customer base, specializing in estimating and project management software.
- Installed and configured software systems remotely for 75+ customers weekly, with processes consisting of mapping network drives, supporting server migrations, and troubleshooting system errors.
- Utilized Salesforce to manage support tickets and develop customer-facing knowledge base articles that outlined complex software functionality, adhering to strict internal documentation and style guidelines.

Consultation Agent   **March 2025 – Oct 2025**
Geek Squad   *Houston, TX*
- Delivered 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*
- Deployed and configured workstations, peripherals, and network connections for new hires, supporting onboarding across 9 departments.
- Implemented new 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

Software Engineering Instructor   **Summer 2022, 2023, 2024**
DesignYou Code Camp   *Houston, TX*
- Taught React, JavaScript, 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

SKILLS

Languages: C++, HTML5/CSS3, JavaScript, Python, .NET and R.
Soft Skills: Active Listening, Critical Thinking, Customer Relationship Management, Cross-Functional Teamwork, Long Term Planning, and Empathy
Interests: Ultimate Frisbee, Overwatch, Fortnite, Wrestling and PC Building.