Johnny Thomas Ross III

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EDUCATION

Clayton State University   **May 2016**
Bachelor of Information Technology   3.0

Web Development Projects

Project 1, *A site to help you decide where to eat*   **April 2019 – April 2019**
- Deployed location: https://johnnytross.github.io/project1/
- Github code: https://github.com/johnnytross/project1
- Our site uses HTML, CSS, JavaScript and Yelp API and Google maps API to help someone find a place to eat or to help them pick where to eat. I helped with the APIs and their interaction with JavaScript.

WORK EXPERIENCE

Howard Medical, *Contracted Support Technician*   **March 2018 – November 2018**
- Working onsite at Emory University Hospital responding to tickets for hardware support for WOW carts, and performing preventative maintenance. And creating weekly reports.

Vacation Express, *Technical Support Coordinator*   **March 2018 – November 2018**
- Zendesk Administration, Sophos Administration, Office 365 Administration, QA testing with external programmers, invoice management, and generating reports for management including badge system, escalation, support for Outlook, contacting hardware vendors.
- Vendor management, inventory management, Active Directory, utilized Zendesk ticketing system for tracking purposes, customer service, internal IT inventory and financial audits, supported Office 365, provided support for smartphones, windows 7/10.

First Investors Financial Services, *Help Desk Specialist*   **October 2017 – January 2018**
- Active Directory, utilized the internal ticketing system for tracking purposes, customer service, escalation, support for Outlook, printer support, Office 365, windows 7 and 10.
- Responsible for providing hardware and software support/troubleshooting activities within Corporate financial environment which requires a lot of discretion

North Western Benefit, *Technology Support Specialist*   **July 2017 – October 2017**
- Vendor management, inventory management, Active Directory, utilized the internal ticketing system for tracking purposes, customer service
- Supported Office 365, provided support for Android and iPhone devices, windows 7 and 10, escalation, support for Outlook, contacting hardware vendors.

IBM (Supporting ATT), *Desktop Support*   **November 2016 – July 2017**
- Active Directory, Remote desktop support, utilized the internal ticketing system for tracking purposes, customer service, imaging software, PXE/PE boot, Citrix support
- Troubleshooting, escalation, support for emails, RSA hard/soft tokens, VPN, contacting hardware vendors, supported Office 365, windows XP, 7, 8, and 10.

ICS, *Service Delivery Technician*   **October 2015 – November 2016**
- Active Directory, Remote desktop support, hardware and software troubleshooting/configuration, escalation, Avaya, VPN, VMware, Citrix support
- Switch and router cabling, network troubleshooting and support, thin clients patching ports on routers and switches, server maintenance and monitoring