Kurt T Johnson Jr.

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Objective: Actively seeking a position in the Cybersecurity/Computer Science field to utilize my academic background from CCSU and recent IT experience.

Education:
Central Connecticut State University, New Britain, CT
Bachelor of Science in Cybersecurity
3.15 Cumulative GPA
Graduated: December 2021

Relevant Courses:
Computer System Administration
Computer Hardware Architecture
Computer Security
Operating Systems Design

Program Proficiency:
Microsoft Office, Device Manager, CPU-Z, Windows Memory Diag. Tool, Services console, Remote Desktop, BlueScreenView, Blackboard Collaborate, Windows Startup and Recovery Options, Startup Repair Tool

Work Experience:

Horne LLP   2022-Present
Covid-19 Rent Relief - Case Manager - *Full-Time*
- Ensures program applicants are continuously updated regarding the status their application.
- Frequent, diligent, and professional communication.
- Obtains a working knowledge of applicant needs and program eligibility criteria.
- Understands specific relief program requirements and other key objectives.
- Understands program processes from start to finish and communicates those processes clearly
- Gathers applicant documentation and communication and uploads to program system of record.

UConn Health   2019-2021
Academic IT - Support Technician - *Intern*
- Schedule appointments for diagnostics and repair of UConn Health managed student laptops
- Worked on hardware and software resolution on HP, Dell and Lenovo laptops
- Troubleshoot synchronization issues with student domain user accounts, group policy
- Utilize Microsoft Deployment Toolkit for installation of UConn Health Windows image on academic workstations and laptops
- Supported hybrid lectures on Webex using Cisco Hybrid Learning hardware (mics and cameras)
- Worked remotely for 3 months, supported remote classroom issues
- Experience with troubleshooting Microsoft Office and 365 products
- Basic Active Directory management of computer objects
- Basic PS scripting for classroom automation – scheduled restarts, placing files, etc.
- Used Zabbix network monitoring solution to check statuses of printers and classroom devices
- Worked with Footprints ticketing software to open, edit and resolve tickets

Skills/Training:
- Computer hardware/software knowledge
- Logic & reasoning
- Complex problem solving skills
- Strong team member
- Skilled in computer cabling & Windows troubleshooting
- Social skills and ability to resolve issues
- Extremely organized