

# LOYD JOHNSON

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## Summary

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Results-driven IT professional with over a decade of experience in customer service excellence, stakeholder relationship management, and service delivery transformation. Proven track record of identifying service gaps, building collaborative partnerships across diverse stakeholder groups, and driving process improvements that enhance customer experience and organizational value. Currently pursuing Bachelor's in Information Technology while developing strategic business engagement capabilities to support customer service innovation and transformation initiatives.

## Professional Experience

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### IT Client Support Specialist (formerly Service Desk Analyst)

Northeastern University | April 2022 – Present

#### Relationship Management & Cross-Functional Collaboration

- Serve as primary liaison between diverse business units and IT services, managing relationships with 38,000+ students, 3,000+ faculty, and 4,000+ staff across 13 campus locations
- Provide strategic guidance on technology solutions and self-service options, ensuring alignment with user needs and organizational objectives
- Develop comprehensive understanding of stakeholder challenges across academic, administrative, and research functions

#### Process Improvement & Business Value Creation

- Designed and implemented comprehensive dashboard, increasing team workflow efficiency and enhancing customer experience & employee performance insights for strategic decision-making
- Serve as primary technology liaison for diverse university constituencies across 13 global campus locations
- Provide technology advisory support to stakeholders, helping them understand available services and optimize workflows
- Recognized by management for "tremendous job in collaborating" across departments and initiatives

#### Specialized Operational Expertise

- Developed expertise in equipment and asset management, including device lifecycle management and university property accountability
- Advanced knowledge in system access and user management across ServiceNow, Azure, and Active Directory environments
- Handle complex, high-priority technical issues requiring coordination across multiple IT teams and business units

#### Leadership & Team Development

- Mentor junior analysts on technical procedures and customer service excellence
- Assumed interim leadership responsibilities during organizational transitions, ensuring system continuity while training incoming team leaders
- Create and deliver training content for team professional development and process standardization

### Operations Manager

Elite Delivery Services | March 2017 – 2022

#### Strategic Business Operations & Performance Management

- Managed daily operations for 30-driver fleet serving diverse client base, improving on-time delivery rate by 18% through data-driven route optimization and strategic planning
- Reduced operational costs by 12% through implementation of analytical routing strategies and resource allocation improvements
- Decreased employee turnover by 25% through strategic workforce development, performance management, and engagement initiatives

#### Customer & Stakeholder Relationship Management & Conflict Resolution

- Resolved complex delivery escalations and client conflicts, increasing customer satisfaction scores by 20%
- Built strategic partnerships with clients and vendors, ensuring alignment between service capabilities and business requirements

- Developed and implemented customer communication protocols that enhanced relationship management and expectations setting

Assistant Recording Engineer | Technical project coordinator and team leader in a creative production environment  
Q Division | May 2014 – 2017

#### Project Coordination & Technical Leadership

- Served as technical lead during complex studio sessions, coordinating between lead engineers, artists, and support staff to ensure seamless project delivery
- Managed pre-session planning including resource allocation, technical setup, and workflow optimization

### Formal Education

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- Bachelor of Science in Information Technology (In Progress) | Northeastern University | 2022 – Present
- Associate Degree in General Business | Bay State College | 2001 – 2003

#### Strategic Business & Leadership Development

- Business Analysis & Process Management | Coursera Project Network | March 2025
- Leading Your Team to Excellence (Learning Path) | LinkedIn Learning | December 2024
- Leadership Effectiveness: Moving Beyond Traditional Success Metrics | LinkedIn Learning | December 2024
- Customer Experience Leadership | LinkedIn Learning | December 2024
- Managing a Customer Service Team | LinkedIn Learning | December 2024
- Essentials of Management | Tandem Solutions, LLC | July 2025

#### Project Management & Process Improvement

- Google Project Management Professional Certificate (6-Course Series):
- Process Improvement Foundations | LinkedIn Learning | February 2025
- Requirements Elicitation and Analysis | LinkedIn Learning | February 2025

#### Technology & IT Service Management

- Microsoft Azure Fundamentals (AZ-900) (Certification Preparation):
- Intro to Service Management with ITIL 4 | LinkedIn Learning | May 2025
- ServiceNow: Basic Administration | LinkedIn Learning | November 2024
- AI Automation with Anthropic Claude API's Agentic Computer Use | LinkedIn Learning | May 2025
- Intelligent Automation Foundations | LinkedIn Learning | May 2025

### TECHNICAL PROFICIENCIES

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- **Systems & Platforms:** Active Directory, Azure, Intune, Jamf, DUO Admin, Adobe Admin, Papercut Admin
- **Work Management & Service Management:** ServiceNow, Microsoft Project, Asana
- **Operating Systems:** Windows, macOS
- **Support Tools:** Remote Support (Bomgar), Miro, Global Protect VPN
- **Programming:** HTML, CSS, SQL, Python (Foundations)
- **Project Management:** Predictive & Agile Methodologies, Workflow Optimization, Process Automation

### KEY ACHIEVEMENTS

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- **Process Innovation Leadership:** Designed analytics dashboard solution that improved operational efficiency while providing management with strategic customer insights
  - **Cross-Functional Collaboration Excellence:** Built strong working relationships across IT teams and business units, consistently recognized for collaborative approach
  - **Professional Development Initiative:** Completed comprehensive skill development program spanning business analysis, project management, and strategic leadership
  - **Performance Excellence:** Consistently rated "Exceeds Expectations" in annual performance reviews while managing diverse, high-volume workload
  - **Operational Expertise:** Developed specialized knowledge in equipment management and system access administration supporting critical business functions
  - **Team Development:** Successfully mentored junior team members and led training initiatives that improved overall team capabilities
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