# Jacob Johnson

1093 W 680 S, Orem, UT 84058 • (801) 503-5676 • JacobJohnson006@outlook.com

linkedin.com/in/jacob-johnson-59985b226/ • github.com/punkinjmj • jacobmjohnson.net

## Professional Summary:

Motivated IT professional with a flawless history of attendance and two years of hands-on technical support experience. Experienced in diagnosing hardware issues, training new staff, and delivering customer-focused solutions. Actively building cloud-automation skills (Python, AWS, & Linux) and seeking an entry-level DevOps or Systems Engineer role

## Core Competencies:

- Python
- AWS Cloud Practitioner (In Progress)
- Linux (Ubuntu)
- Git & GitHub
- HTML/CSS/JavaScript
- CI/CD Concepts (GitHub Actions)
- Hardware Diagnosis
- Windows & mac-OS Support
- Customer Service
- Documentation & Troubleshooting

## Professional Experience:

**Utah Valley University – Custodian** *Orem, UT Aug 2023 – May 2025*

- Maintained a **perfect-attendance** record (0 absences) over two years, demonstrating dependability and reliability

- Trained **3 staff members** on safety and inventory procedures, cutting the time for on-boarding new staff by a substantial amount

**Office Depot/Office Max – Sales Associate** *Orem, UT Aug 2022 – Jan 2023*

- Assisted customers with their tech related inquiries and found the best PCs, laptops, or printers for their needs

- Assisted several customers with hardware and software related issues over the phone and in person

- Recognized as **Employee of the Month** (Nov 2022) for exemplary customer service and teamwork

## Education & Certifications:

**Lehi High School** – High School Diploma *Aug 2021*

**FreeCodeCamp** – Responsive Web Design Certification *Apr 2022*

**Certifications – In Progress**

- CompTIA A+
- AWS Certified Cloud Practitioner
- Linux Foundation LFS101 – Introduction to Linux
- FreeCodeCamp – Scientific Computing with Python

## References:

Available Upon Request