Ramone Johnson

Front-End Developer

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Professional Experience

Customer Support Engineer @ Kaseya
April 2022 – Present // Miami, FL

- Analyze how the clients are using support documentation in order to quantify opportunities for customer improvement.
- Assist customers with onboarding of the company's product or service and guide the clients through installation and updating issues as needed by answering questions and troubleshooting technical problems via phone, email, and chat.
- Helping with product improvement through expert guidance and identify patterns that contributes to product and system improvements.

Desktop Support Technician @ University of Miami Hospital
January 2022 – April 2022 // Miami, FL

- Maintained and assisted in technical upgrading of entire desktop systems, support in testing and deployment of new applications, trained and guided staff through hardware and software usage.
- Upgraded computer hardware, system compatibility, security, and installed computer software.
- Set up and manage user accounts and permissions to consent access to a network, updated and maintained the computer inventory and equipment.

Technologist Assistant @ Baptist Hospital of Miami
April 2019 – January 2022 // Miami, FL

- Managed over 30 inpatient and outpatient cases ranging from check-ins to the CT scan rooms to transportation daily totaling to an average of over 500 cases monthly from the CT, X-ray, Nuclear Medicine, and Ultrasound departments.
- Assisted in setting up CT scan rooms for patients in addition to transporting patients back to their corresponding room, in both the emergency room and inpatient rooms.

Education

Florida International University
Graduated December 2021 // Miami, FL
Bachelor of Science in Information Technology
Minors in Chemistry

Skills

Programming Languages: JavaScript (ES6), HTML, CSS/Sass, Microsoft SQL Server
Libraries & Frameworks: React
Tools & Platforms: Git, GitHub, Visual Studio Code, Netlify

Projects

SoemCare
Website built with HTML, CSS, JavaScript