

Raymond Johnson

Cloud systems architect - AI Systems Integration

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Professional Summary

Analytically minded Information Technology and Management professional, advancing skills needed to bridge gaps between technology and commercial operations while developing innovative solutions to increase business efficiency having evaluated technology's role within business. Academic achievements are underpinned by professional experience in diverse arenas, including a specialist global provider of Blockchain and Cryptocurrency advisory and marketing services. Strong cultural awareness and multilingual skills (English / Spanish / French) gained via a unique mix of international experience. Enjoys maintaining awareness of new and emerging technology, including design thinking, cognitive computing and Internet of Things (IoT).

Currently immersed in AI technologies and unique application scenarios

Authorized to work in the US for any employer

Work Experience

IT Technician Tier III

Devfuzion IT, Marketing & Design-Kennewick, WA

October 2018 to Present

Full-Service MSP Support at Tier 3 Level.

Microsoft 365 administration, active directory hybrid management

ChatGPT and like AI Model Prompt Engineering

Offline AI agent integration

Localized server management with remote monitoring

Firewall support of Cisco Meraki, Sophos, Sonic Wall

Site to site VPN management

Remote desktop services management

Printer server Management

Desktop application support

Desktop engineering with Group policy

Active directory Domain security and auditing

Cloud application integrations

SQL server Management

Blockchain/Fintech Infrastructure Engineer

Motive IQ-Kennewick, WA

June 2016 to September 2018

Project Management

Integrated Linux systems administration

Automated startup and process recovery
Diskless Boot Configurations
Remote management via SSH and RSA Key Pairs
Manage Inventory
Create Project Plans and Deliver to management in conference format
Cost Estimated and Materials Management
Policy and Procedure writing
Technical Writing
Software development

Data Center Operations Technician

CompuCom / Amazon-Umatilla, OR

February 2016 to May 2016

Daily duties included:

Routinely review ticket queue for large events and address accordingly
Self optimize daily ticket workload for maximum effectiveness and time management
Coordinate change management resource
Guide, train and educate data staff on the best practices related to all service owner issues
Recommend, document, and oversee policies and procedures to meet industry best practices and to meet required SLAs, Security Guidelines, Personnel and Data security, Mobile Device awareness and Physical Information security. Personnel Challenge within secured areas.
Own-The-Process task fulfillment in daily functions
Perform routine Area Cleanup and workstation optimization
Submit supply requisitions for consumables used in the course of daily activities
Perform Emergency Equipment Repairs to meet SLA requirements

Tier 2 Helpdesk Technician

TcT Computer Systems-Kennewick, WA

June 2015 to September 2015

- Provide in person, telephone, and remote support for contract customers on commercial and private networks.
 - Perform hardware diagnostics and repairs
 - Install, support, and troubleshoot software and hardware
 - Create, manage, and delete email accounts and AD user profiles in coordination with employee onboarding, tasking and leaving
 - Managing workstation accounts in Active Directory
 - Imaging of workstations for new users and lifecycle replacements in coordination with property issuance division
 - Supporting Windows 10 Deployment
 - Cooperation with other technicians and teams within and without division on projects affecting agency operations
 - Ensure proper configuration and operation of host-based security systems on deployed workstations.
 - Assist in training new employees and developing processes and procedures
- Responsible for creation, modification, and deletion of user accounts and mailboxes.

Desktop Support Engineer

Apex Systems-Pasco, WA

February 2014 to May 2015

I provide Desktop Support Services ranging from PC setup and design to Mobile infrastructure. I am responsible for maintaining performance SLA's while providing Professional Class Customer service. I maintain a Desktop infrastructure of over 700 devices. Typical Duties include end user software support, troubleshooting of desktop software problems, Email issues, virus remediation.

Also break/fix of Desktop PC's and attached peripherals: Scanner, Video Cameras, Uninterruptible power supplies. Deployment and Support of Wyse Managed Virtual Devices in the Medical environment and its related software. Maintain Performance measurements of the Managed Virtual Devices to ensure QoS Standards are being met by Server infrastructure. Responds to and diagnoses problems through discussions with end-users.

Ensures a timely process through which problems are controlled. Including problem recognition, research, isolation, resolution, and follow-up steps. Provides support to end users on a variety of issues and serves as focal point for customer concerns. Identify, research, and resolve technical problems. Responds to telephone calls, email and personnel requests for technical support. Document, track, and monitor problems to ensure a timely resolution. Provides second-tier support to end users for either PC, server, or mainframe applications or hardware. Interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems.

Senior Operations Manager

Superior Dynamics-Kennewick, WA
February 2013 to February 2014

Managed and oversaw the planning, development and construction of high performance parallel computing. Responsible for architectural design of GPU Data processing blocks across a distributed computing network connecting to multiple host nodes. Responsible for maintaining adequate cooling systems for 99.999% uptime reliability, thermal monitoring and rapid response repair scenarios. Organized hardware inventory and Warranty returns with multiple retail vendors and maintained cost effective purchase ordering. Designed Proprietary Computing platforms to host multi PCI Express GPU adapters including prototype construction and proof of concept testing. Managed and modified multiple software platforms i.e.: Direct-Compute, OpenCL, QT, Java, Linux, Windows and many other ASIC based microprocessor platforms. Generated reports on platform efficiency in hashes per second / kilowatt of power required and cross compared different GPU platforms for heat and power efficiency. Performed quality testing on new Crypto-Currency algorithms on Nvidia, AMD,

Intel, Butterfly Labs, and many other ASIC SHA1 cryptography processors.

Education

Computer Science - Cyber Security (Cyber Security AA)

Columbia Basin College-Pasco, WA
January 2017 to April 2017

Windows 2000 Advanced Server Training (Certificate of Completion)

Keene IT-Kirkland, WA
January 2000 to February 2000

Computer and Information Sciences (Diploma)

Republic High School-Republic, WA
September 1993 to June 1995

Middle School (International Study)

B.C.S.S-Midway, BC, Canada
September 1991 to June 1992

High school diploma or GED

Artificial Intelligence (Doctoral degree)

Skills

- Drafting
- Integration testing
- Project management
- Windows 7 (10+ years)
- Equivalence partitioning
- Management
- .NET Core
- Bitcoin (2 years)
- Oracle
- MLOps (2 years)
- TypeScript
- macOS
- ASME codes & standards
- Microsoft Office 2016 Certified (2 years)
- Vulnerability scanning
- System operation design
- Ethereum (1 year)
- Python
- Cisco VoIP / Video Conferencing (2 years)
- Mentoring
- Scrum Master experience
- SFTP
- Bash
- Google Cloud Platform
- PowerShell
- Docker
- Blockchain physical infrastructure Design (5 years)
- Meraki VPN mangement
- Azure Cloud
- Fiber Optic Troublshooting (1 year)
- Databases
- UFW
- Data structures
- LAMP stack
- Advanced Microsoft Excel Data Analytics (3 years)

- Synology Diskstation
- SELinux
- Office 365 / Exchange Administration (2 years)
- DHCP (4 years)
- Windows Vista (4 years)
- Data Center Operations Engineer (2 years)
- Web services
- Kubernetes
- Logistics (2 years)
- Azure AD Hybrid Management
- SQL Server Management Studio
- C#
- S3
- Load Testing
- AI (1 year)
- SIEM
- Splunk
- Vmware (4 years)
- MariaDB
- Performance testing
- Windows
- Stress Testing
- Software QoS / Integration for Desktop Deployment (5 years)
- Linux
- Working with high schoolers
- OPNSense
- Team lead experience
- Inventory Management (10+ years)
- Azure
- Natural language processing
- SSH
- AWS Automated Server Deployment (Datacenter) (1 year)
- Remedy CRM (2 years)
- Systems integration
- System & application engineer team management
- Cloud Computing (8 years)
- Wireless Data Networking (8 years)
- MySQL
- IT experience within healthcare
- AutoCAD

- Windows XP (10+ years)
- Revenue cycle management
- Bug rate reduction - Bug rate reduction (21-30%)
- Performance optimization
- Blockchain Security Analyst (6 years)
- QBasic 3.0 Programming (Less than 1 year)
- Boundary value analysis
- Salesforce
- GitLab
- APIs
- Time management
- Disaster recovery
- Solidity (Less than 1 year)
- Root cause analysis
- C++ Code Compiling (2 years)
- Leadership
- Sanity Testing
- mongoDB
- System troubleshooting
- IaaS
- Data model design
- Wireless Network Systems Design (4 years)
- Meraki MDM
- Arch Linux
- openSUSE
- Spanish Language (2 years)
- Javascript Programming (Less than 1 year)
- Scripting
- Regression testing
- Windows 8/8.1 (6 years)
- Big data
- Identity & access management
- C++ (2 years)
- Configuration management
- Windows Server 2012 R2 (2 years)
- Windows 2000 Advanced Server (3 years)
- Vultr Cloud Server Administration (1 year)
- Digital Ocean Cloud
- Vultr Cloud
- Crypto Currency Software Deployment (1 year)

- Budgeting
- Full Stack Development (1 year)
- Microsoft Access
- French Language (Less than 1 year)
- Firewall IPS and Network Mesh Administration (Ubiquity) (7 years)
- WCF
- 45+ WPM Typing Skills (10+ years)
- Vue.js
- SQL (2 years)
- React
- RESTful API
- Pascal Programming (Apple Computer) (2 years)
- Data visualization software proficiency
- Clarify CRM (2 years)
- Windows Server 2008 R2 (2 years)
- Power BI
- Android
- DynamoDB
- UNIX
- GraphQL
- Microsoft SQL Server (2 years)
- C
- Embedded Linux Design (4 years)
- Linux Server (6 years)
- Linux Systems Administration (6 years)
- Technical Support (10+ years)
- NodeJS Web Service Administration (1 year)
- SCCM
- Less
- IIS
- Service Now (2 years)
- Azure AD Migration
- Static Testing
- Active Directory (6 years)
- Software development product manager experience
- Smoke testing
- Coverage Measurement Testing
- PostgreSQL
- Google Workspace / Microsoft 365 Integration
- .NET

- Windows 10 (4 years)
- Blockchain Asset management (3 years)
- Ansible
- Windows Desktop Group Policy
- Redundant Network Fabric Architecture Design (1 year)
- Linux Penetration Testing (10+ years)
- Microsoft Office 365 Cloud Management - Exchange Migration (1 year)
- DevOps
- Juniper Fiber Optics Aggregation (1 year)
- IDS
- Communication skills
- gRPC
- Web App Server Services
- AWS VPN Server Administrator (4 years)
- Python Programming (2 years)
- OSPF
- Supply Chain
- Linux Server Clustering and Failover (5 years)
- Blockchain Systems Engineer (6 years)
- Windows Small Business Server 2003 (2 years)
- Procurement (8 years)
- Cost reduction by process optimization - Cost reduction by process optimization (\$500K-\$1M)
- Spark
- User acceptance testing
- Product owner experience
- Operations management
- Bitvise Client
- Blockchain Infrastructure Design Engineer (Data Center Scale) (4 years)
- AWS Cloud
- Network Engineering
- WAN Security
- MSDOS 2.1/3.0/3.1/4.0/5.0/6.0/6.22 (10+ years)
- Software development
- Java
- Conflict management
- Cisco Meraki
- Qubes Linux
- Solution architecture
- phpMyAdmin Database Management
- User management - Largest daily user count managed (1-100 users)

- IT service management
- Operating Systems (10+ years)
- DICOM
- System performance metrics improvement - System performance metrics improved (More than 35%)
- Mainframe development
- Citrix
- Heavy lifting
- BGP
- EMR/EHR
- Data systems development
- Machine learning (1 year)
- System development architect experience
- WAN (6 years)
- Scrum
- Customer service
- Load balancing
- Lua
- VMWare Virtualization (2 years)
- NIST standards
- DNS (4 years)
- LC / SC (SM/MM) Fiber Optics Technician (2 years)
- Malware analysis
- Group Policy management
- PACS Server replication management (2 years)
- Office 365 Exchange Security Hardening (4 years)
- Windows 3.1 + (10+ years)
- Terraform
- Telecom VoIP Systems Administration / SIP Admin (2 years)
- Network Support (8 years)
- C++ (Less than 1 year)
- HTML5
- Routing protocols
- Design patterns
- SharePoint
- 2D animation
- Data modeling projects
- Automated Windows OS Deployment (5 years)
- Cloud infrastructure
- Redux
- Database Management (10+ years)

- CAD
- WordPress Web Administration (2 years)
- HyperScript Programming (Apple Computer) (2 years)
- Inventory Control (10+ years)
- BlockChain Super Computer Cluster Engineer (6 years)
- Linux Desktop (6 years)
- XML
- Shell Scripting (4 years)
- AWS Cloud server Administration (2 years)
- Electrical experience
- Microsoft Server Control Center Management (2 years)
- Remote Access Software (8 years)
- TCP/IP (10+ years)
- BlockChain Server Administrator (6 years)
- PyTorch
- LAN (10+ years)
- Software development tech lead
- Organizational skills
- Project budget management - Project budget managed (\$1-\$500,000)
- Application development
- Jupyter
- Business analysis
- SAN
- Automated Linux Code Compiling via Source Repositories (ie: Github) (1 year)
- Symantec Endpoint Security (Dell Trained) (2 years)
- Front-end development
- Database software proficiency
- Supply chain management
- Analysis skills
- Cisco / Avaya Network Administration (2 years)
- Ubiquity Cloud Managed Network Administration (4 years)
- UI Testing
- Linux Custom Kernel engineer (Less than 1 year)
- SQLite
- Systems engineering
- Automation
- QT Software Building (2 years)
- iOS
- Redis
- Web Application Security Testing

- Software development project manager experience
- Fault Injection Testing
- System performance monitoring

Awards

Excellence In Customer Service

May 2000

98% Customer satisfaction Rating - Awarded by Microsoft

Certifications and Licenses

CJIS Level 4

October 2024

CompTIA A+

April 2014 to April 2017

90 Minute Exam Completed in 24 Minutes with 94%

Dell Certified Technician (Desktop, Portable, Server, Printer)

April 2014 to April 2016

Dell Repair Technician Certification for All available hardware platforms

Microsoft Windows 2000 Advanced Server Certification

January 2000 to January 2002

Windows Server Administration Certificate - Trained by Microsoft via Contractor Agreements and Certified by Microsoft Internally.

Hughes Network Internet Satellite Installer

June 1997 to June 1999

Hughes Network Systems Consumer internet provider installation

Certified Pegasys Satellite Data systems Installer

June 1997 to June 1999

Broadband Satellite installer for PegaSYS Data systems

DirectPC Certified Satellite Installer

June 1997 to June 1999

Direct TV Division for Consumer grade Satellite Internet Systems installation

Driver's License