Veronica C. Johnson

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# Professional Experience

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| LAW OFFICE OF THE PUBLIC DEFENDER - Augusta, GA | 01/2016 to Present |

Clerk

Responsible for filling in for various administrative staff when they are out of the office as well as providing additional administrative support when the office experiences an increased workload in an effort to regulate office productivity to a steady level.

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| CERNER CORPORATION - Augusta, GA | 09/2014 to 06/2015 |

Information System Specialist

Was responsible for configuring and troubleshooting SAML authentication for hosted apps and maintenance of GRU’s three identity providers using Novell and NetIQ’s access manager. Was responsible for creating storage policies and managing user and group storage with Novell Storage Manager. Was one of twelve file server administrators of over two-hundred sixty file servers in a mixed NOS environment of NetWare, Windows, AIX, Solaris, and Linux, many of which are attached to a Dell Compellent SAN. Was responsible for managing and maintaining eDirectory, Active Directory, iPrint, Novell Identity Manager, Novell Cluster Services, Novell Storage Manager, Tivoli Storage Manager, and GroupWise Instant Messenger in addition to file services. Responsible for day to day support of the servers which included NDS maintenance, partitioning and replication, printing services, hardware and software upgrades, server backups and user support. Assisted with special projects as was necessary. Provided upper tier support for service desk and workstation support personnel as was needed. Assisted service desk personnel with network problems that arose.

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| GEORGIA REGENTS UNIVERSITY - Augusta, GA GEORGIA HEALTH SCIENCES UNIVERSITY MEDICAL COLLEGE OF GEORGIA | 08/2009 to 09/2014 |

System Support Specialist I

One of twelve file server administrators of over two-hundred sixty file servers in a mixed NOS environment of NetWare, Windows, AIX, Solaris, and Linux, many of which are attached to a Dell Compellent SAN. Was responsible for managing and maintaining eDirectory, Active Directory, GroupWise, iPrint, iFolder, Novell Identity Manager, Novell Cluster Services, Novell Storage Manager, Tivoli Storage Manager, and GroupWise Instant Messenger in addition to file services. Was responsible for day to day support of the servers which included NDS maintenance, partitioning and replication, service packs, printing services, hardware and software upgrades, server backups and user support. Assisted with special projects as was necessary. Provided upper tier support for help desk and workstation support personnel as was needed. Assisted help desk personnel with network problems that arose. Have received formal training in GroupWise 8 administration.

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| QINETIC NORTH AMERICA, US CUSTOMS AND BORDER PROTECTION - Springfield, VA | 06/2007 to 07/2009 |

Network Engineer 2

Primarily provided technical support to Customs and Border Protection staff located in both Savannah and Brunswick which included all facets of hardware and software problems, installations, networking, virus protection and other automated support. Was responsible for day to day support of four NetWare file servers running NetWare 6.5 which included service packs, printing services, hardware and software upgrades, server backups and user support and account maintenance. Provides periodic LAN administration for other areas in the Southeast. Provided support for users in other areas of the Southeast at the discretion of the Field Technology Supervisor.

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| MEDICAL COLLEGE OF GEORGIA - Augusta, GA | 02/1999 to 06/2007 |

System Support Specialist II

One of three file server administrators of sixty five Novell file servers running versions 5.1, 6.0, or 6.5 to include a 12 node cluster of servers running GroupWise, iPrint, iFolder, and GroupWise Instant Messenger in addition to file services. Was responsible for day to day support of the servers which included NDS maintenance, partitioning and replication, service packs, printing services, hardware and software upgrades, server backups and user support. Served as Storage Area Network manager of a Xiotech SAN in a mixed NOS environment to include NewWare, Windows, AIX and Solaris. Have had extensive training on Xiotech classic Magnitude and Magnitude 3D hardware and Brocade switches. Was also involved in special projects as was necessary. Provided support for other file server administrators on campus when requested. Assisted help desk personnel with network problems that arose. Obtained Certified Novell Engineer status for NetWare 5 and Cerified Xiotech Engineer status.

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| MEDICAL COLLEGE OF GEORGIA - Augusta, GA | 01/1997 to 01/1999 |

System Analyst

Provided library staff and patrons with technical support. Was responsible for all aspects of installation and maintenance for all staff and public computing workstations within the library. Served as file server administrator of three Novell 4.x file servers and one Windows NT server. Provided support for other file server administrators on campus when requested. Obtained Certified Novell Engineer status for IntraNetWare.

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| MEDICAL COLLEGE OF GEORGIA - Augusta, GA | 06/1996 to 12/1997 |

Network Analyst I

One of three file server administrators of over thirty Novell file servers running either version 3.x or 4x. Was responsible for day to day support of the servers which included service packs, printing services, hardware and software upgrades, server backups and user support. Also involved in special projects as was necessary. Provided assistance to other file server administrators on campus when requested. Assisted help desk personnel with network problems that arose. Obtained Certified Novell Administrator status for versions 3.x and 4.x.

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| MEDICAL COLLEGE OF GEORGIA - Augusta, GA | 08/1995 to 05/1996 |

User Support Specialist

Provided technical support to staff and faculty from the help desk, which included all facets of hardware and software problems, installs, networking, virus protection and other automated support requested by the user.

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| AUGUSTA STATE UNIVERSITY - Augusta, GA | 06/1993 to 07/1995 |

Technical Support Assistant

Was involved in all aspect of the repair and preventative maintenance of computers and peripherals on campus. Installed and configured hardware in computers, including disk drives, RAM and network cards. Addressed hardware/software related questions from students. Troubleshot hardware/software problems and forwarded information to the appropriate parties for resolution.

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| AUGUSTA STATE UNIVERSITY - Augusta, GA | 09/1992 to 07/1995 |

MIS Instructor’s Assistant

Recipient of the 1992-1993 and 1993-1994 Flaherty Assistantship. Was responsible for hardware/software troubleshooting and maintenance for all School of Business computer equipment, which included regular tape backups of each CPU. Provided students and instructors with training for popular software packages, such as Lotus 123, Quattro Pro and WordPerfect. Developed training brochures to aid this purpose. Installed, configured, and updated software and inventoried School of Business computer equipment.

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| ABB GOVERNMENT SERVICES, INC., SAVANNAH RIVER SITE - Aiken, SC | 02/1989 to 02/1992 |

Desktop Publisher

Assisted in the publication of the Safety Analysis Reports for the Uranium Solidification, Consolidated Incineration, H-Canyon, Saltstone, and M-Area Facilities at Savannah River Site. Proofread, edited, and formatted documents using Microsoft Word 5.0 and Microsoft Word for Windows, and created figures with GemDraw Plus and CorelDraw.

Network Specialist

Performed local area network system backups, maintained user profiles, managed print queues, and was responsible for troubleshooting print hardware/software problems.

Word Processing Specialist

Produced documents/reports for submittal to the DOE, contract proposals, procedures, manuals, Reactor Technical Baseline Program documents, forms, and transparencies for slide presentations. Designed style sheets, created and imported graphics, databases, ad spreadsheets, using an assortment of software packages which included: MS Word 4.0 (MAC), Ventura Publishing 2.0, dBase III+, Foxbase, FoxPro, Excel, and Freelance Plus.

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| JEROME PERSONNEL, VOGTLE ELECTRIC GENERATING PLANT - Waynesboro, GA | 07/1987 to 02/1989 |

Work Planning Clerk

Assisted work planners in the building of Construction Acceptance Test (CAT) packages and Maintenance Work Orders (MWOs). Generated and tracked items in the Construction Acceptance Test Tracking and Nuclear Operating Records Management Systems. Statused both MWOs and CAT packages and transmitted completed packages to document control for permanent storage. Contacted Bechtel Electric Company in Los Angeles by computer and retrieved information concerning Unit I and II cables for the work planners.

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| WALSH CONSTRUCTION COMPANY, VOGTLE ELECTRIC GENERATING PLANT - Waynesboro, GA | 09/1986 to 02/1987 |

Data Entry Operator

Compiled engineering and quality control data such that it could be input into the Penetration Sealing Tracking System. Reviewed and input data.

# Education and Training

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| AUGUSTA STATE UNIVERSITY - Augusta, GA AUGUSTA COLLEGE | 09/1998 to 05/2002 |

Concentration in Computer Science and Business Administration

Training: Completed numerous courses and seminars in networking and SAN administration.