**Veronica C. Johnson**

[ronijohn](mailto:veronica.ronijohn@gmail.com)veronica@gmail.com

**Professional Experience**

LAW OFFICE OF THE PUBLIC DEFENDER - Augusta, GA

**Clerk**

01/2016 to 04/2019

Was 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.

CERNER CORPORATION - Augusta, GA

**Information System Specialist**

09/2014 to 06/2015

Was responsible for configuring and troubleshooting SAML authentication for hosted apps and maintenance of Georgia Regents University’s three identity providers. Was responsible for creating storage policies and managing user and group storage. Was one of twelve file server administrators of over two-hundred sixty file servers in a mixed NOS environment, many of which were attached to a SAN. Was responsible for managing and maintaining directory services, printing services, cluster services, backups, and file services. Responsible for day to day support of the servers which included hardware and software upgrades, 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.

GEORGIA REGENTS UNIVERSITY - Augusta, GA  
GEORGIA HEALTH SCIENCES UNIVERSITY  
MEDICAL COLLEGE OF GEORGIA

**System Support Specialist I**

08/2009 to 09/2014

One of twelve file server administrators of over two-hundred sixty file servers in a mixed NOS environment which are attached to a SAN. Was responsible for managing and maintaining directory services, printing services, cluster services, backups, and file services. Responsible for day to day support of the servers which included hardware and software upgrades, 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.

QINETIC NORTH AMERICA, US CUSTOMS AND BORDER PROTECTION - Springfield, VA

**Network Engineer 2**

06/2007 to 07/2009

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 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.

MEDICAL COLLEGE OF GEORGIA - Augusta, GA

**System Support Specialist II**

08/1995 to 06/2007

One of three file server administrators of sixty five file servers. 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. 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. 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 four file servers. Provided support for other file server administrators on campus when requested.

AUGUSTA STATE UNIVERSITY - Augusta, GA

**Technical Support Assistant**

09/1992 to 07/1995

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. 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. Developed training brochures to aid this purpose. Installed, configured, and updated software and inventoried School of Business computer equipment.

ABB GOVERNMENT SERVICES, INC., SAVANNAH RIVER SITE - Aiken, SC

**Network Specialist**

02/1989 to 02/1992

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

Assisted in the publication of the Safety Analysis Reports for the multiple facilities at Savannah River Site. Proofread, edited, and formatted documents, and created figures with various different software packages.

Produced documents/reports for submittal to the Department of Energy, contract proposals, procedures, manuals, forms, and transparencies for slide presentations. Designed style sheets, created and imported graphics, databases, ad spreadsheets, using an assortment of software packages.

JEROME PERSONNEL, VOGTLE ELECTRIC GENERATING PLANT - Waynesboro, GA

**Work Planning Clerk**

07/1987 to 02/1989

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

WALSH CONSTRUCTION COMPANY, VOGTLE ELECTRIC GENERATING PLANT - Waynesboro, GA

**Data Entry Operator**

09/1986 to 02/1987

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**

AUGUSTA STATE UNIVERSITY - Augusta, GA  
AUGUSTA COLLEGE

**Concentration in Computer Science and Business Administration**

09/1998 to 05/2002

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

Certified Xiotech Engineer, 2006

Certified Novell Engineer, 1996

Certified Novell Administrator, 1995

Web Development Boot Camp, The Clubhou.se-Augusta Certificate, 2019

**Skills**

HTML, CSS, Javascript, Node.js MYSQL

SAML single sign-on, XML, Novell Directory Services, Novell/NetIQ NetWare, Novell Identity Manager, Novell Cluster Services, Novell, eDirectory, Active Directory, Groupwise, Tivoli Storage Manage, MS Windows Server, Linux, VMWare, Dell Compellant SAN, Xiotech SAN, MS Outlook, Brocade Silkworm

MS Office, Word Perfect Office