

# India D. Johnson

Upper Marlboro, MD 20772

Ph: (301)-675-3417

Email: [ijohnson0023@gmail.com](mailto:ijohnson0023@gmail.com)

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## **EDUCATION:**

B.S., Computer Technology, Bowie State University, 2014

M.S., Management Information Systems, Bowie State University, 2020.

## **SECURITY CLEARANCE:**

Public Trust

## **PROFILE:**

- Eight years of experience conducting both tier 1 and 2 support.
- Experience troubleshooting Desktop\Workstation issues and phone support.
- Assisted in performing Network support and problem identification on desktop/workstation and created helpdesk support tickets to escalate resolution. .

## **TECHNICAL SKILLS:**

- Operating systems: Windows 7, Windows 8, Windows 10.
- Software: Microsoft Office Suite, email Outlook, Active Directory, Remedy, Heat and Service Now.
- Databases: Microsoft Access, Microsoft SQL Server, Oracle Database.
- Programming Languages: C++.
- Hardware: Laptops, Workstation\ Desktops, Printers, setting up HUBs and Routers.

## **PROFESSIONAL EXPERIENCE:**

### **Work Location:**

**GSA (General Services Administration): IT Department**

02/2021-02/2022

**Washington, DC (Remote)**

**Position: Incident/Queue Manager**

- Provided management and oversight for Priority 1 and Priority 2 incidents from evaluation to resolution.
- Provided leadership on troubleshooting/outage bridges and escalation to NetOps and SecOps.
- Maintained a 10-minute response SLA for all Priority 1 tickets, provided updates to customer.
- Reviewed INC dashboards for aging ticket requests and contacted assigned techs for most recent updates.

- Maintained Critical Incident Reports detailing the events, ensuring operations restored to normal and identified methods to prevent future recurrence.

**GDIT: IT Department**

10/2019-02/2021

Washington, DC

Position: **UAC/WEBS Support Specialist**

- Provided Tier 1 support for end users of a federal case management system and escalate tickets to development and operations teams when appropriate.
- Provided responsive, consistent, and reliable support to a customer base that provides mission critical support.
- Logged all support request from phone calls, emails and walkups into our internal ticketing system.
- Maintained a 30-minute SLA for all support requests.
- Implemented various projects, develop work plans, and ensure timely completion as directed by the IT manager.
- Worked effectively with cross-functional teams to identify and resolve issues as related to both UAC and WEBS portal.

**EPA (Environmental Protection Agency): IT Department**

04/2015-07/2019

Washington, DC

Position: **Financial Helpdesk Support Specialist**

- Ensured proper ticket assignment and categorization in the Remedy ticketing system.
- Coordinated transfer of 90+ daily tickets between Help Desk groups to mitigate confusion/disagreements.
- Ensured aging tickets are actively worked on, transferred to appropriate Tier and resolved.
- Created Serena Business Manager (SBM) tickets when the issue is deemed as a defect, change request or data change, and properly notify user.
- Coordinated meetings between internal and external help desks to help aid in overall ticket reduction.
- Assisted in the production of the following reports: Daily - Aging Ticket Report, Open/Closed Ticket Report, Remedy ticket reassignment report, EAS Open/Closed Ticket Report, OTS/OFS Open Ticket Report.

**Prince George's County Public Schools: IT Department**

09/2014-12/2014

Landover, MD

Position: **Helpdesk Technician**

- Provided tier 1 support to PGCPS staff as needed, troubleshooting incoming calls, from lost connection, unable to logon with password, unable to print, assisted various problem solving task with users with application (VNC viewer and Remote Desktop Connection), which allowed me to remote into users PC to troubleshoot issues in order to reduce the number of escalated ticket entry.
- Provided technical support to end-users via telephone, email and tickets.
- Analyzed and troubleshoot software and hardware issues.
- Used Active Directory to assign and change user's Network log-in passwords and unlock password accounts.
- Forwarded technical support issues that could not be addressed by the Tier1 Help Desk to the appropriate technician.

**Bowie State University: Division of Information Technology**  
Bowie, MD  
Position: **IT Support Specialist.**

01/2009 – 08/2013

- Provided tier 1 tier 2 support to faculty staff and students as needed, troubleshooting incoming calls, from lost connection, unable to logon with password, unable to print, assisted various problem solving task with users with application (pcAnywhere and Remote Desktop Connection), it allowed me to remote into users PC to troubleshoot before going to the user's Desktop\workstation to assist.
- Used Active Directory to assign and change user's Network log-in passwords and unlock logon password accounts, make routine user profile modifications.
- Provided support to various non-standard software applications used on campus.
- Provided technical phone assistance with software vendors (Image Now, All Microsoft Applications, Adobe), addressing issues as it relate to product license and software issue that impede on user and desktop support.
- Troubleshoot failed connection issues at the user's Desktop\workstation beyond password problems, check LAN drops, routers and hubs as it may relate to connectivity within the office or hall closet, work jointly with network personnel to establish the most probable cause of connection failure.
- Kept daily logs of all documented related issues ongoing and resolved, using Heat and Remedy ticketing system as a way to prioritize.
- Assisted users with transferring data, on flash drive, external hard drive and copying data to mapped network drives, confirmed all systems were set for Microsoft updates and current patches, Assisted users with Outlook e mail issues, PST file location, creating archive files, and how to send encrypted mail.