

# Ross A. Johnson

2786 Major Court, Essex, MD 21236, Phone: 443-985-7431, Email: rjohnson7@umbc.edu

**Objective** To obtain a more challenging technical or supervisory position in the Information Technology field

## Education

University of Maryland Baltimore County (UMBC)

Expected Graduation Date: May 20xx

*Bachelor's Degree in Mathematics*

*Bachelor's Degree in Information Systems*

Community College of Baltimore County (CCBC)

Graduation Date: May 20xx

*Associate of Science Degree in Computer Science*

## Skills

- **Professional Certifications:** CompTia A+ Computer Technician Certification, Network+ Technician Certification, HDI Certified Helpdesk Analyst
- Assembly, repair, installation and upgrading of all existing computer hardware and software
- Network design, implementation and support in terms of cabling, configuration and administration
- Expertise with operating systems MS DOS, Windows 95, 98, NT, 2000, XP, Unix and Microsoft Office applications such as Word, Excel, PowerPoint, Outlook, etc.
- Programming experience in Assembly, C++, Java, Internet Programming Languages (HTML, CSS, Java-Script and Perl), MATLAB, SAS, SPLUS, SQL and Visual Basic
- Webpage design and use of applications such as Dream Weaver, Adobe Photoshop, Flash.
- Technical Writing skills include documenting new system and troubleshooting procedures.
- Detail oriented, excellent analytical and communication skills and a willingness to learn.

## Work Experience

**Senior Helpdesk Analyst, T. Rowe Price and Associates, Owings Mills, MD**

2/0x - Present

- Provide technical support for local and international associates of T. Rowe Price
- Assist associates resolve computer workstation (data, software, hardware, network connection, security access, virus, etc) issues on both PC and Macintosh computers
- Manage user access in terms of password resets and enabling accounts following security documentation guidelines
- Manage customer concerns reported to the TRP Helpdesk Mailboxes and coordinate with technical support to ensure resolution in a timely manner. Provide documented solutions to the customer.
- Dispatch and coordinate between offsite specialty support vendors, such as Orange, and members of TRPIT support
- Determine from system testing if an error could have a system or operational impact and notify on call support
- Document all issues using Remedy and maintain cognizance of all open issues until resolution is reached
- Provide support for the company website. Help customers navigate site and learn how to use the different features on the site. Also assisting customers with troubleshooting issues related to the functionality of the website on different platforms, using different browsers.

**Technical Support Specialist, SYSTEL, Baltimore, MD**

9/0x - 2/0x

- Provided technical support to external customers as well as corporate and field associates around the world
- Supported a large number of applications on multiple platforms that were mostly proprietary to T. Rowe Price
- Administered online user access, account setup for T. Rowe Price Retirement Plans and Individual Investors
- Provided desktop, installation and configuration of software using remote access software
- Identified outages and followed the proper escalation procedures with Event Management Teams

**Technical Support Specialist, MIG Systems, Silver Spring, MD**

7/0x - 9/0x

- Provided technical support to employees of TEK Systems and the Allegis Group of Companies.
- Supported and administered a combination of Windows NT, 2000 and XP workstations for a wide area network
- Administered and created domain and email accounts and assigned account privileges
- Provided Telecom support such as resetting voicemail passwords, moving extensions, adding subscribers, etc.
- Notified the appropriate tiers of technical support of critical situations, including network outages, power outages, phone outages, etc. and followed documented procedures