JAUWAN ISIAH JOHNSON

MULTI-TALENTED, RESOURCEFUL, CREATIVE AND COLLABORATIVE IT TECHNICIAN, WEB DESIGNER, AND MUSIC PROFESSIONAL

KNOWLEDGE AND SKILLS

Client Service
Collaboration
Communication
Creativity
Emotional Intelligence
Goal-Oriented
Planning and Organization
Problem Solving
Strong Work Ethic
Software Development, Testing, Integration, and Configuration
Team Player
Attention to Detail
Web Development
C++, Java, Swift, Python, Perl, Bash, C#, HTML, CSS, JavaScript, PHP, XML, Bootstrap 4, WordPress
Windows, MacOS, iOS, Android

EDUCATION

Bachelor of Science,
Natural Science
Charleston Southern University, 2019

CERTIFICATIONS

Apple Certified Mac Technician, 2019
Apple Certified iOS Technician, 2019

AFFILIATIONS

Research, Modification, Customization Team, 2019 - Present
Lead Developer, OS X Hackers, 2014 - Present
Member, CSU Cyber Security Club, 2012
Percussionist, CSU Marching Band, 2014 – 2017
Percussionist, CSU Percussion Ensemble 2014 – 2019
Percussionist, CSU Wind Ensemble, 2014 – 2017

ACCOMPLISHMENTS

Band State Championships, 2010, 2011, 2013
Sixth Place WGI Percussion World Championship, 2011

CONTACT

803.431.3789
tmrjij718@icloud.com

PROFILE SUMMARY

Highly Competent IT Professional and Musician Passionate About High Quality Performance

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CAREER PROGRESSION

Lead IT Technician & Web Developer   **7/2019 – present**
Dat-A-Syst, LLC., Fort Mill, South Carolina
Serves as Lead Technician and Web Developer for a technology service provider that offers diagnostic and repair services as well as managed print, data storage, internet, and security services.
- Researches, identifies, and enables solutions to software and hardware computing and technical issues. Actively listens to clients describe their equipment problems, establishes rapport, and confidence that issues will be resolved.
- Troubleshoots, repairs, and installs computers, phones, monitors, and routers. Orders parts needed to complete project work and performs complex repairs timely and accurately.
- Designs and maintains the company's website and manages SEO optimization to promote business goals.
- Creates graphic templates for business projects including high resolution business logos and promotional images. Designs various documents, style guides, and specifications.
- Trains new Technicians on diagnostics, troubleshooting, and repair of various technical equipment.

Freelance Web Designer   **5/2019 - present**
Designs and creates innovative websites for various types of clients that portray client brand. Interviews client stakeholders and conceptualizes graphic designs and layouts that effectively portray the organizational brand. Supports client business strategies and goals by using creative elements that convey their uniqueness in a manner that is alluring, engaging and persuasive. Performs ongoing maintenance of client websites as well as front-end support, e-mail and print materials management, and SEO Optimization.

Customer Service Representative   **6/2015 - 1/2019**
Papa John's Pizza, Fort Mill, South Carolina
Worked in various roles in a fast-paced work environment. Served customers and team members well by striving for quality, and inspiring others to do the same. Ensured customer satisfaction, compliance with safety standards, and operational excellence by learning to solve problems and collaborate.