

Robert Johnson

It Specialist

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Help desk technician with 2 years supporting Windows and Microsoft 365 in a 250-user office environment. CompTIA A+ certified, comfortable walking non-technical users through fixes over phone, chat, or in person.

Professional Experience

IT Support Specialist, Verdant Fields Property Management, Columbus, OH
2023 – Present

- Handle around 55 tickets a week in Freshservice covering password resets, Outlook mailbox issues, second-factor login setup, and printer problems.
- Image and deploy laptops for new hires using a documented checklist; 3 to 5 per week during hiring pushes.
- Cover the front desk phone line during the first two morning hours and route facility-related requests to the correct team.
- Wrote a plain-English guide for setting up Authenticator on personal phones after seeing the same question in 20-plus tickets.

IT Intern, Columbus State Community College, Campus IT, Columbus, OH
2022 – 2023

- Staffed the walk-up help desk in the student union 20 hours per week during fall and spring terms.
- Reset student portal passwords, helped with campus Wi-Fi enrollment, and set up loaner laptops.
- Inventoried classroom projectors and flagged 14 units needing lamp replacement before finals week.

Education

Associate of Applied Science, Information Technology, Columbus State Community College, 2023

CompTIA A+ Certified, 2023

CompTIA Network+ (in progress, expected 2024)

Key Skills

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| • Windows 10/11 troubleshooting | • Microsoft 365 administration (Outlook, Teams, OneDrive) |
| • Active Directory user and group management | • Freshservice ticketing system |
| • Azure identity and second-factor login (Microsoft Authenticator) | • Laptop imaging and deployment |
| • Printer setup and troubleshooting (network) | • Remote support tools (TeamViewer, Quick Assist) |

and local)

- Password resets and account provisioning
- Documentation and knowledge base writing
- Basic networking (routing, name resolution, address assignment, Wi-Fi)
- Customer service and phone support