

# Richard Johnson Jr

Technical Specialist

## Contact

### Address

Silver Spring, MD 20018

### Phone

240.232.6152

### E-mail

richythetech@gmail.com

## Competencies

Desktop Hardware &  
Software Installation

Excellent

Desktop Support

Excellent

MS Office

Excellent

Wordpress & MySQL

Very Good

Linux

Very Good

Active Directory

Excellent

Livestream

Excellent

Multi-Site Hardware  
Deployment

Experienced IT Administrator with 10 years maximizing human and technical resource contributions to optimize business operations & dedicating skills to enhancing service abilities that raises customer satisfaction. Skilled in managing documentation, inventory and reporting. Demonstrated abilities in PC & device equipment repair and maintenance. Experienced in tech with over 10+ years of experience in IT with an excellent reputation for resolving problems and improving customer satisfaction.

## Work History

2022-12 -  
Current

### Desktop Support Specialist

*National Cancer Institute, NIH, Rockville, MD*

- Managed end-user accounts and permissions, access rights in accordance with NCI Policies.
- Installed, deployed and configured computer systems across multiple facilities and network connections for multi-site interconnectivity for 100+ employees.
- Patched software and installed new versions to eliminate security problems and protect data.
- Diagnosed and troubleshoot hardware, software and network issues.
- Created user accounts and assigned permissions.

2017-01 -  
Current

### IT Consultant

*Computer Geeks, Washington, DC*

- Surveyed customer for issues & implemented a solution for 100% customer satisfaction.
- Troubleshoot & setup Windows SBS for dozens of end-user accounts.
- Performed Windows 7 & 10 Desktop and Laptop Migrations for over 1000 end-users.
- Performed data backups to 300+ end-users.
- Patiently walked individuals through basic troubleshooting tasks.
- Recovered critical information from data back ups to restore functionality.

2017-07 -  
2017-12

### IT Field Technician

*PNC, McLean, VA*

Excellent

Quickbooks

Excellent

Android Development

Very Good

Software diagnosis

Excellent

Staff education and training

Excellent

Data recovery

Excellent

- Performed laptop and desktop imaging to over 100 users.
- Deployed upgraded end user workstations and accessories.
- Documented procedures for all jobs.
- Traveled to other branch locations outside of region.
- Received & shipped computer equipment via UPS.

2016-08 -  
2016-12

## Junior System Administrator

*PUBLIC HEALTH INSTITUTE, Washington, DC*

- Install, configured, update and repaired computer hardware/software via Helpdesk tickets.
- Imaged new computers for integration into company networks/ systems.
- Setup, troubleshoot, and coordinate audio/video conferences such as zoom.
- Troubleshoot IP phone & Web conference systems
- Audited Inventory of hardware and software.
- Deployed software & license key activations for 50 users & loaners.

2015-03 -  
2015-08

## IT Administrator

*WARD & WARD MENTAL HEALTH SERVICES, Washington, DC*

- Deployed new accounts, credentials according for over 30 end users.
- Installed & supported exchange mail accounts to users.
- Coordinated with vendors on services outages & other maintenance
- Audited, inventory and kept log of all computer equipment.
- Troubleshoot Microsoft word & outlook for company.
- Managed technical issues & obstacles for field team.

2013-04 -  
2015-03

## Lead Developer

*A-LIST ENTERPRISES LLC, Hyattsville, MD*

- Developed & designed dozens of websites using WordPress & MySQL
- Installed camera & switchboard equipment on-site for Live-stream, Live TV Productions.

- Developed mobile apps with various CMS's.
- Installed computers, input devices & other peripherals.
- Troubleshoot POS systems for clients.

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## Education

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2004-08 - **High School Diploma**  
2007-06 *Fairmont Heights High School - Capitol Heights, MD*

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## Certifications

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2023-02 Linux