Ramone Johnson

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CERTIFICATIONS

- Meta **Front-End Developer** Professional Certificate
- Google **Data Analytics** Certificate

PROGRAMMING SKILLS

- **Languages**: C#, JavaScript(ES5, ES6), SQL, HTML5, CSS/SASS,
- **Technologies and Frameworks:** React, Bootstrap, GitHub, Netlify, Visual Studio Code, Figma

PROJECTS

- **BullPhish ID –** developed numerous responsive landing pages and custom emails with **HTML** and **CSS** for this cloud-based software that allows businesses to train their employees with security awareness and phishing resistance.
  - o Worked with a team of developers and Product Managers to know what our stakeholders wanted in each phishing kit.
  - o Gained an understanding on how styling with CSS whether inline vs external has an affect on the different email clients when it comes to customizing and viewing each unique email template.
- **SoemCare –** developed a responsive single page application that uses **HTML**, **CSS**, and **JavaScript** designed to attract potential end-users to book the dog sitting services with the clients, view testimonials from previous clients to build credibility, and displays a simple grid-like gallery of the dogs that were previously cared for.
- **MUFC –** developed a responsive soccer application utilizing RapidAPI's API with a front-end development framework **React** and **BootStrap** to retrieve and display teams' information to users. The application provides real-time data by utilizing hooks such as **useEffect** and **useState** to display the team's name, logo, players' roster, upcoming fixtures, and showcase the season's performance. Utilized pagination to present the large squad of players in a manageable way as to not overwhelm the visiting users who want to learn about Manchester United FC.

EXPERIENCE

- **Kaseya** — Miami, Florida
  Support Engineer L1 – Full Time — *April 2022 - Present*
  - o Developed and maintained technical documentation with Jira Atlassian, including FAQs and knowledge base articles.
  - o Provide training and support to customers on product usage and best practice, while troubleshooting and diagnosing hardware and software issues on sessions with the clients.
  - o Documented and tracked customer issues and resolutions in a **Zendesk** ticketing system.
  - o Participate in product development and testing activities.
- **University of Miami Hospital** — Miami, Florida
  Desktop Support Technician – Full Time — *January 2022 – April 2022*
  - o Used computer imaging processes to install and configure desktop operating systems and applications.
  - o Maintain and update desktop antivirus and security software, while providing desktop support to nurses and other employees by resolving hardware and software issues.
  - o Track and document support requests in a ticketing system. Provided network troubleshooting and connectivity support. Cooperated with other IT teams to resolve complex issues.
- **Baptist Hospital of South Florida** — Miami, Florida
  Technologist Assistant – Part Time — *April 2019 – January 2022*
  - o Managed daily 30 impatient and outpatient cases check-ins for the Imaging Department.
  - o Train and supervise staff members on patient flow procedures and best practices. Collaborated with physicians, nurses, and other healthcare professionals to ensure timely and coordinated care.

EDUCATION

- **Florida International University** — Miami, Florida
  (Bachelor of Science in Information Technology) — *August 2019 – December 2021*
- **Miami Dade College** — Miami, Florida
  (Associate of Science in Information Technology) — *August 2015 – August 2019*