

Raymond Johnson

Cloud systems architect - AI Systems Integration

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Analytically minded Information Technology and Management professional, advancing skills needed to bridge gaps between technology and commercial operations while developing innovative solutions to increase business efficiency having evaluated technology's role within business. Academic achievements are underpinned by professional experience in diverse arenas, including a specialist global provider of Blockchain and Cryptocurrency advisory and marketing services. Strong cultural awareness and multilingual skills (English / Spanish / French) gained via a unique mix of international experience. Enjoys maintaining awareness of new and emerging technology, including design thinking, cognitive computing and Internet of Things (IoT).

Currently immersed in AI technologies and unique application scenarios

Authorized to work in the US for any employer

Work Experience

IT Technician Tier III

Devfuzion IT, Marketing & Design - Kennewick, WA

October 2018 to Present

Full-Service MSP Support at Tier 3 Level.

Microsoft 365 administration, active directory hybrid management

ChatGPT and like AI Model Prompt Engineering

Offline AI agent integration

Localized server management with remote monitoring

Firewall support of Cisco Meraki, Sophos, Sonic Wall

Site to site VPN management

Remote desktop services management

Printer server Management

Desktop application support

Desktop engineering with Group policy

Active directory Domain security and auditing

Cloud application integrations

SQL server Management

Blockchain/Fintech Infrastructure Engineer

Motive IQ - Kennewick, WA

June 2016 to September 2018

Project Management

Integrated Linux systems administration

Automated startup and process recovery

Diskless Boot Configurations
Remote management via SSH and RSA Key Pairs
Manage Inventory
Create Project Plans and Deliver to management in conference format
Cost Estimated and Materials Management
Policy and Procedure writing
Technical Writing
Software development

Data Center Operations Technician

CompuCom / Amazon - Umatilla, OR
February 2016 to May 2016

Daily duties included:

Routinely review ticket queue for large events and address accordingly
Self optimize daily ticket workload for maximum effectiveness and time management
Coordinate change management resource
Guide, train and educate data staff on the best practices related to all service owner issues
Recommend, document, and oversee policies and procedures to meet industry best practices and to meet required SLAs, Security Guidelines, Personnel and Data security, Mobile Device awareness and Physical Information security. Personnel Challenge within secured areas.
Own-The-Process task fulfillment in daily functions
Perform routine Area Cleanup and workstation optimization
Submit supply requisitions for consumables used in the course of daily activities
Perform Emergency Equipment Repairs to meet SLA requirements

Tier 2 Helpdesk Technician

TcT Computer Systems - Kennewick, WA
June 2015 to September 2015

- Provide in person, telephone, and remote support for contract customers on commercial and private networks.
 - Perform hardware diagnostics and repairs
 - Install, support, and troubleshoot software and hardware
 - Create, manage, and delete email accounts and AD user profiles in coordination with employee onboarding, tasking and leaving
 - Managing workstation accounts in Active Directory
 - Imaging of workstations for new users and lifecycle replacements in coordination with property issuance division
 - Supporting Windows 10 Deployment
 - Cooperation with other technicians and teams within and without division on projects affecting agency operations
 - Ensure proper configuration and operation of host-based security systems on deployed workstations.
 - Assist in training new employees and developing processes and procedures
- Responsible for creation, modification, and deletion of user accounts and mailboxes.

Desktop Support Engineer

Apex Systems - Pasco, WA
February 2014 to May 2015

I provide Desktop Support Services ranging from PC setup and design to Mobile infrastructure. I am responsible for maintaining performance SLA's while providing Professional Class Customer service. I maintain a Desktop infrastructure of over 700 devices. Typical Duties include end user software support, troubleshooting of desktop software problems, Email issues, virus remediation.

Also break/fix of Desktop PC's and attached peripherals: Scanner, Video Cameras, Uninterruptible power supplies. Deployment and Support of Wyse Managed Virtual Devices in the Medical environment and its related software. Maintain Performance measurements of the Managed Virtual Devices to ensure QoS Standards are being met by Server infrastructure. Responds to and diagnoses problems through discussions with end-users.

Ensures a timely process through which problems are controlled. Including problem recognition, research, isolation, resolution, and follow-up steps. Provides support to end users on a variety of issues and serves as focal point for customer concerns. Identify, research, and resolve technical problems. Responds to telephone calls, email and personnel requests for technical support. Document, track, and monitor problems to ensure a timely resolution. Provides second-tier support to end users for either PC, server, or mainframe applications or hardware. Interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems.

Senior Operations Manager

Superior Dynamics - Kennewick, WA
February 2013 to February 2014

Managed and oversaw the planning, development and construction of high performance parallel computing. Responsible for architectural design of GPU Data processing blocks across a distributed computing network connecting to multiple host nodes. Responsible for maintaining adequate cooling systems for 99.999% uptime reliability, thermal monitoring and rapid response repair scenarios. Organized hardware inventory and Warranty returns with multiple retail vendors and maintained cost effective purchase ordering. Designed Proprietary Computing platforms to host multi PCI Express GPU adapters including prototype construction and proof of concept testing. Managed and modified multiple software platforms i.e.: Direct-Compute, OpenCL, QT, Java, Linux, Windows and many other ASIC based microprocessor platforms. Generated reports on platform efficiency in hashes per second / kilowatt of power required and cross compared different GPU platforms for heat and power efficiency. Performed quality testing on new Crypto-Currency algorithms on Nvidia, AMD, Intel, Butterfly Labs, and many other ASIC SHA1 cryptography processors.

Education

Cyber Security AA in Computer Science - Cyber Security

Columbia Basin College - Pasco, WA
January 2017 to April 2017

Certificate of Completion in Windows 2000 Advanced Server Training

Keene IT - Kirkland, WA
January 2000 to February 2000

Diploma in Computer and Information Sciences

Republic High School - Republic, WA

September 1993 to June 1995

International Study in Middle School

B.C.S.S - Midway, BC, Canada

September 1991 to June 1992

Skills

- Linux Desktop (6 years)
- Linux Server (6 years)
- Linux Custom Kernel engineer (Less than 1 year)
- C++ Code Compiling (2 years)
- Automated Linux Code Compiling via Source Repositories (ie: Github) (1 year)
- Linux Systems Administration (6 years)
- Linux Server Clustering and Failover (5 years)
- QT Software Building (2 years)
- Linux Penetration Testing (10+ years)
- Windows Server 2012 R2 (2 years)
- Office 365 / Exchange Administration (2 years)
- AWS Cloud server Administration (2 years)
- Vultr Cloud Server Administration (1 year)
- NodeJS Web Service Administration (1 year)
- WordPress Web Administration (2 years)
- Microsoft Server Control Center Management (2 years)
- Windows 3.1 + (10+ years)
- Windows XP (10+ years)
- Windows Vista (4 years)
- Windows 7 (10+ years)
- Windows 8/8.1 (6 years)
- Windows 10 (4 years)
- 45+ WPM Typing Skills (10+ years)
- Microsoft Office 2016 Certified (2 years)
- Advanced Microsoft Excel Data Analytics (3 years)
- AWS Automated Server Deployment (Datacenter) (1 year)
- AWS VPN Server Administrator (4 years)
- Telecom VoIP Systems Administration / SIP Admin (2 years)
- Cisco VoIP / Video Conferencing (2 years)
- Firewall IPS and Network Mesh Administration (Ubiquity) (7 years)
- Cisco / Avaya Network Administration (2 years)

- Juniper Fiber Optics Aggregation (1 year)
- LC / SC (SM/MM) Fiber Optics Technician (2 years)
- BlockChain Systems Engineer (6 years)
- BlockChain Server Administrator (6 years)
- BlockChain Super Computer Cluster Engineer (6 years)
- BlockChain Security Analyst (6 years)
- BlockChain Infrastructure Design Engineer (Data Center Scale) (4 years)
- Data Center Operations Engineer (2 years)
- Symantec Endpoint Security (Dell Trained) (2 years)
- PACS Server replication management (2 years)
- Inventory Management (10+ years)
- Inventory Control (10+ years)
- Database Management (10+ years)
- MSDOS 2.1/3.0/3.1/4.0/5.0/6.0/6.22 (10+ years)
- Pascal Programming (Apple Computer) (2 years)
- HyperScript Programming (Apple Computer) (2 years)
- QBasic 3.0 Programming (Less than 1 year)
- C++ (Less than 1 year)
- Python Programming (2 years)
- Javascript Programming (Less than 1 year)
- Full Stack Development (1 year)
- Embedded Linux Design (4 years)
- Wireless Network Systems Design (4 years)
- Ubiquity Cloud Managed Network Administration (4 years)
- Spanish Language (2 years)
- French Language (Less than 1 year)
- Automated Windows OS Deployment (5 years)
- Software QoS / Integration for Desktop Deployment (5 years)
- Supply Chain
- Procurement (8 years)
- Logistics (2 years)
- VMWare Virtualization (2 years)
- Vmware (4 years)
- Windows 2000 Advanced Server (3 years)
- Windows Small Business Server 2003 (2 years)
- Windows Server 2008 R2 (2 years)
- Windows Server 2012 R2 (2 years)
- Microsoft Office 365 Cloud Management - Exchange Migration (1 year)
- Ethereum (1 year)
- Bitcoin (2 years)

- Solidity (Less than 1 year)
- Remedy CRM (2 years)
- Clarify CRM (2 years)
- Service Now (2 years)
- Fiber Optic Troubleshooting (1 year)
- Redundant Network Fabric Architecture Design (1 year)
- Wireless Data Networking (8 years)
- Blockchain Asset management (3 years)
- Blockchain physical infrastructure Design (5 years)
- Crypto Currency Software Deployment (1 year)
- AI (1 year)
- Active Directory (6 years)
- LAN (10+ years)
- TCP/IP (10+ years)
- DNS (4 years)
- Microsoft SQL Server (2 years)
- Operating Systems (10+ years)
- SQL (2 years)
- WAN (6 years)
- DHCP (4 years)
- Cloud Computing (8 years)
- Technical Support (10+ years)
- Remote Access Software (8 years)
- Shell Scripting (4 years)
- Network Support (8 years)
- Machine learning (1 year)
- SCCM
- C++ (2 years)
- MySQL
- Java

Awards

Excellence In Customer Service

May 2000

98% Customer satisfaction Rating - Awarded by Microsoft

Certifications and Licenses

CompTIA A+

April 2014 to April 2017

90 Minute Exam Completed in 24 Minutes with 94%

Dell Certified Technician (Desktop, Portable, Server, Printer)

April 2014 to April 2016

Dell Repair Technician Certification for All available hardware platforms

Certified Pegasys Satellite Data systems Installer

June 1997 to June 1999

Broadband Satellite installer for PegaSYS Data systems

DirectPC Certified Satellite Installer

June 1997 to June 1999

Direct TV Division for Consumer grade Satellite Internet Systems installation

Hughes Network Internet Satellite Installer

June 1997 to June 1999

Hughes Network Systems Consumer internet provider installation

Microsoft Windows 2000 Advanced Server Certification

January 2000 to January 2002

Windows Server Administration Certificate - Trained by Microsoft via Contractor Agreements and Certified by Microsoft Internally.