

Emma Johnson



Objective:

Experienced Support Analyst looking for an opportunity with Andarko to help company reach its goals.

Effective team player with excellent self-management skills, passionate about technology and focused on adding value to the organization by motivating others to reach their fullest potential.



Cell: 414-333-2222



Email: emma.johnson@gmail.com

Experience

04/2017 - Present, Senior IT Support Analyst, Torioann LLC, Milwaukee WI

- Defined KPI Support Center metrics and performance goals for ServiceNow application
- Lead Knowledge Management team to create 577 KB articles in 12 months
- Supported innovation, positive work environment, quality, innovation and teamwork

02/2015 - 03/2017, Help Desk Analyst, Zinabeel Inc, Waukesha WI

- Maintained and facilitated use of support web portal for customer self service
- Provided assistance with backups and system health detection
- Compiled the checklist for typical problems and their solutions

07/2012 - 01/2015, Jr. Help Desk Specialist, Plethenon Inc, Brookfield WI

- Provided 1st level IT service support and initial ticket troubleshooting
- Troubleshot network outages, TCP/IP, Routers, WAN and wireless issues
- Logged and classified incident details using ServiceNow

Education

05/2012 Milwaukee University, Bachelor's Degree in Computer Science