Kaleb Johnson

Dedicated to Information Technology and Customer Service
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Professional Summary

Determined to make a difference in the data center by providing top tier customer service. Currently focused on learning Terraform, Kubernetes clustering, and acquiring my Network+ certification.

Authorized to work in the US for any employer

Work Experience

Help Desk Representative

Compass Health Network-Raymore, MO
March 2024 to Present

- Answer calls requesting support from other CHN employees
- Generate, respond to, complete, and escalate tickets to appropriate teams
- Troubleshoot presented issues within 15 minutes or escalate

Data Center Manager

DediOutlet LLC-North Kansas City, MO
July 2021 to August 2025

- Approve orders, then build hardware to specification
- Design basic network infrastructure
- Implement software solutions for internal use (VMs, containers, etc)
- Respond to tickets with the goal of resolving the issue and ensuring the customer remains satisfied with the service overall
- Assign VLANs, IP blocks, and ensure basic routing is properly configured on a per-server basis
- Manage inventory and organization for both in-service and overflow hardware

Support Technician

NOCIX LLC/Wholesale Internet LLC-North Kansas City, MO
October 2021 to March 2024

- Troubleshoot and restore server operations
- Set VLAN, IP set, and basic internal routing per dedicated server
- Cognitively respond to support tickets with information or questions that generate progress towards finding a solution
- Repair hardware deemed non-functioning by other technicians (board level repair)
- Properly strip usable hardware from servers truly non-functioning

Apple Computer Technology Associate

Synetic Technologies-North Kansas City, MO
May 2021 to October 2021

• Troubleshoot, grade, and repair all Apple Products using Apple Authorized Repair documentation and certified practices

• Properly destroy data on each device based on the instruction of the customer

• Ensure each device is entered into inventory management system to ensure that it makes its way to the next station - Repair, QC, Teardown, etc.

Technical Support Specialist

American Digital Security-Liberty, MO

February 2020 to March 2021

• Troubleshoot network devices, specifically IP cameras, access control panels, & NVRs

• Program and organize access control infrastructure per customer demands

• Submit work orders, RMA requests, troubleshoot devices in-house

• Assemble custom-order servers for NVR use

Mobile Repair Technician

uBreakiFix - Phone Medic-Kansas City, MO

August 2020 to November 2020

• Collect inventory from store in order to carry out daily repair tasks and move inventory to van digitally and physically.

• Safely drive to customer's location and inform them of timeframe, cost to them, cost covered by insurance, and other details.

• Check device for damages that would consider the device out of repair scope, such as damaged back glass or frame.

• Diligently repair device, as there is only once chance to get it right.

Non-IT Work History

March 2016 to April 2019

• Lot Technician - Liberty Rental 4 U - March 2018 to April 2019

• Guest Service Associate - Big O Tires - November 2016 to March 2018

• Y/S/R Team Member - Menards - March 2016 to August 2016

Serviceman

iGenie Cell Phone and Computer Repair-Columbia, MO

November 2015 to August 2016

• Diagnose problems with customer's device(s)

• Repair devices, both software and hardware

• Replace PC components with custom hardware

More Non-IT Work History

July 2014 to May 2015

• Sales Associate - AT&T Authorized Reseller - September 2015 to November 2015

• Tire Mechanic - Discount Tires - July 2014 to September 2014

• Premium Bay Associate - Green Lantern Car Wash - August 2014 to January 2015

• Custodial Manager - H&R Block - January 2015 to May 2015

Student Technician

Liberty Public Schools-Liberty, MO

July 2013 to July 2014

• Computer maintenance for 18 schools and multiple administrative facilities

• Training in hardware repair and advanced troubleshooting
• Set up, labeling and distribution of Apple Macbooks in initial rollout to students

Personal Computer/ Home Office Sales Associate

Best Buy Retail Store-Kansas City, MO
July 2011 to June 2013

• Passed E-Learning tests for all product areas
• Extensive computer and accessories knowledge
• Excellent customer service skills

Education

General Education (Associates of Arts)

Maple Woods Community College-Gladstone, MO
August 2013 to Present

Computer Sciences

Liberty High School-Liberty, MO
August 2010 to May 2013

Computer Science (College Prep)

Liberty High School-Liberty, MO

Skills

Brocade Networking **Troubleshooting** **Basic Networking** **Advanced Troubleshooting** **Technical Support** **Virtualization** **Help Desk** **Remote Access Software** **Network Support** **Cisco Networking**

Certifications and Licenses

Apple Certified iPhone Technician

September 2015 to Present

This was received while working at a repair shop in Columbia, MO. While this certification does not expire, my knowledge base is about 6 years out of date. While still relevant to such repairs, newer machines may have hardware or internal connections that I am not familiar with. I have continued to work on iDevices since leaving my position at this repair shop.

Apple Certified Mac Technician

September 2015 to Present

This was received while working at a repair shop in Columbia, MO. While this certification does not expire, my knowledge base is about 6 years out of date. While still relevant to such repairs, newer machines may have hardware or internal connections that I am not familiar with. I have continued to work on Apple computers since leaving my position at this repair shop.

CompTIA A+

September 2014 to September 2017

Received during my time enrolled at Metropolitan Community College. Obtaining this certification allowed me to take my networking courses while learning with hands-on experience.