**Johanna J. Fleischer**

Systems Technician

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**Qualification**

➢ 20+ years of award-winning technical support experience

➢ High level technology analysis to improve public sector and education business processes

➢ Superior troubleshooting and technical abilities with enterprise level systems infrastructure

➢ Excellent oral and writing communication to interpret highly technical concepts to end users as well as executives

**Professional Experience**

**Conejo Valley Unified School District (1,800 employees)**

**Thousand Oaks, CA**

**Systems Technician (2015-Present)**

➢ Supported 25,000 users in Active Directory, Exchange, Office 365, and Google Apps for Education

➢ Supported 10,000 computer environment with Group Policy, SCCM, PowerShell, and Identity Management

➢ Lead position responsible for mobile device management using AirWatch and Google Device Management

➢ Provide assistance, direction and training to users in the operation of computer hardware, software and peripherals

**Site Computer Technician (2005-2015)**

➢ Technical support for approximately 1100 users and 200 desktops using Web HelpDesk ticketing system software

➢ Worked in ActiveDirectory, AirWatch, Amazon Whispercast, and Google Management as needed

➢ Provide support for users hardware and software needs

**IMODCO, Inc. (100 employees)**

**Agoura, CA**

**Network Administrator Assistant (1996-1998):**

➢ Assisted in the migration of 100+ desktops and laptops Novell to Windows and MS Office products

➢ Provide virus protection program and backup processes for workstations and network

➢ PC, Printer, Server troubleshooting, upgrade, and repair

**Xerox Corporation (1000+ employees)**

**El Segundo, CA**

**Senior Systems Analyst (1990-1996)**

➢ Liaison between engineering departments, management, and users.

➢ Testing, debugging, and resolving printer, and PC issues to end-user personnel in the Printing Systems Software organization.

➢ Provide technical support for worldwide support centers, using analytical problem solving skills

➢ Develop support training of software and hardware for Font Services Operations organization.

➢ Assisted in the migration of 300+ desktops from DOS to Windows with computer security, data integrity, backups, and Internet connectivity.

➢ Participate in the planning, development, support, installation and maintenance of worldwide Font Support Center software and hardware

➢ Develop planning, support, installation and maintenance of Font Center web page

➢ Resolve hardware and software issues for Production, Sales, and Custom Design Applications Departments

**Lockheed Aeronautical Systems Company (1000+ employees)**

**Burbank, CA**

**Operations Systems Analyst (1987-1990)**

➢ Designed and programmed a Communications tracking system based upon standard formats

➢ Assisted in the implementation and operation of a LAN system with computer security, data integrity, backups and operating system updates.

➢ Resolved hardware, software and other office equipment issues

**Product Support Technician (1987-1990)**

➢ Designed, programmed and implemented several menu systems which organized information from various sources for availability to the novice user

➢ Developed and provided training to users in mainframe software packages

**Educational Background**

**Moorpark College**

CISCO System Computing Network 1 and 2

PHP PROGRAMMING WITH MYSQL

**Conejo Valley Adult School**

Microsoft Certified Systems Engineer

**University of California, Los Angeles**

BA: Psychology with emphasis in Computer Science