

RODGER JOHNSTON

Contact



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Specialized Training

U.S. Army Military Police School (1981)
Odessa College Law Enforcement Academy (1994) (Armed Security) Hughes Aircraft Company (1983-1992)

Certifications

CompTIA A+ Certified (1998)
Microsoft MCP (1999)
Advanced Google Analytics

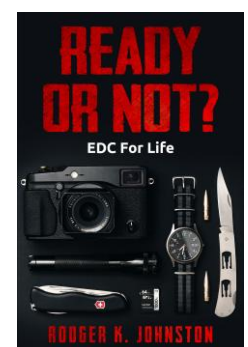
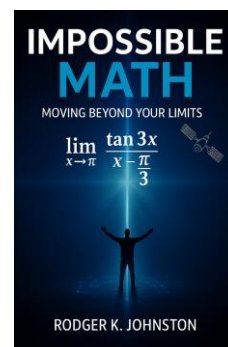
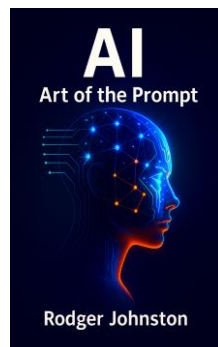
Certificates

Google Cybersecurity Certificate
Google Analytics for Beginners
Google Advanced Analytics
Microsoft Professional AI
MS SQL DBA Administration
Database Security CyberPro
EC Council Master Wireshark
EC-Council WordPress Security
EC-Council SQL Injection
EC-Council Hackers & Pen Testers
Data Science with Python
ISO 27001/ NIST 800-53
DOD Mandatory Controlled (CUI)
Laptop Repair Certificate
Simple & Complex SQL Queries
OS & Network Forensics
Microsoft PowerShell
Linux OS Commands
SSL Certs for Web Developers

PROFESSIONAL EXPERIENCE

With over 24 years in Information Technology, I specialize in cybersecurity, software development, systems administration, and technical support. After retiring from corporate IT in 2014, I reentered the workforce as an independent cybersecurity consultant, software developer, and technical writer. Provided support for businesses locally, nationally, and internationally. My [Github](#), [LinkedIn](#) and [digital store](#) are available for review.

- Provided technical support for various IT services as a freelancer to businesses, showcasing foundational cybersecurity knowledge Performed data backups on servers, workstations, laptops, and cell phones.
- Managed websites, removed viruses, and prevented malware/ransomware attacks. Created, updated and repaired VMware & Oracle VM Virtual Box installations
- Performed security audits and repairs and for critical databases and server systems
- Authored “AI Art of the Prompt,” “Impossible Math,” and “Ready or Not? EDC For Life,” with additional published works available on multiple platforms and in multiple countries.



Starline Tours of Hollywood 6/ 2011-12/ 2014
IT Specialist

- Proactively managed the company helpdesk for nine separate offices
- Actively respond to users' technical issues in a timely manner
- Successfully make recommendations for services and products to meet operational needs.
- Competently assist users in resolving technical PC and network problems, provisioning of new hardware and software on end users' computers
- Effectively remove viruses and optimize computers as needed.
- Capably train end users in operation of software and hardware
- Efficiently perform documentation of system procedures
- Troubleshoot, diagnose, and solve issues that arise and address issues at all levels
- Skillfully provided desktop support for company laptops, desktops, servers, and tablets
- Competently imaged, deployed and migrated computers as required
- Competently pulled surveillance footage from security cameras as directed
- Performed Installations, configured Linux based systems for use and sale to employees
- Competently performed data backups at all offices, including corporate offsite location. Utilized NAS hardware and other media to perform regular and critical backups.

EXPERIENCE CONTINUED

Rodger Johnston 5/2008-3/2011

Freelance Technical Support Specialist/ Web developer

- Efficiently maintained and updated websites for clients
- Proactively provided exceptional customer service to both profit and nonprofit organizations
- Successfully managed all aspects of an internet radio station for a non-profit
- Capably set up and managed a web hosting company
- Effectively performed repairs at businesses and home locations
- Produced long form and short form shows for broadcast television
- Actively removed viruses and optimized computers as needed
- Capably processed email and web visitors with counts in the millions
- Upgraded ram, hard disk and video cards as needed or required

E! Entertainment 3/2007-4/2008

Active Directory Administrator / Helpdesk Operator

- Actively responded to assigned tickets and completed repairs, including HD replacements, ram upgrades and addressing video issues.
- Successfully performed Windows administration, using Active Directory and admin tools
- Competently unlocked user accounts and provided call center and desktop support,
- Efficiently set up and configured Outlook/Microsoft Exchange

Xdrive.com/America Online 7/ 2004-6/2006

Customer Service Representative Level 2

- Proactively responded to and resolved customer inquiries and issues
- Competently troubleshoot Internet connectivity issues relating to the product
- Actively tested software and reported bugs and other anomalies to the department manager Including Successfully documenting according to policy.

Time Warner Communications 8/1999-9/2002

Senior Tech Support Specialist - Level 3

- Responsible for technical support at level 3 for a customer base of over a million people
- Trained and monitored level technicians for quality control and compliance
- Responsible for all Apple service calls at level 3
- Worked with level 1, level 2, and level 3 technicians to resolve issues and issue credits to customers
- Competently performed repairs at businesses and home locations

SCHOOLS

US Army Military Police School
Odessa College Law Enforcement Academy
LeTourneau University (Junior)

LICENSES

GMDS Operator/ Maintained License with Ship Radar Endorsement
General Radiotelephone License (FCC)

PROFESSIONAL ORGANIZATIONS

Professional Association for SQL Server (SQLPass)
Technology Association of Georgia (TAG)
Screen Actors Guild (SAG-AFTRA)
International Association of Professional Writers & Editors (IAPWE)

