DAVID JOHNSON

TECHNICAL IMPLEMENTATION SPECIALIST

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Addess: United States, Seattle, WA

Experienced Technical Implementation Specialist with expertise in deploying IT systems and software solutions for enterprise clients. Skilled in troubleshooting, system integration, and project management. Adept at working with cross-functional teams to ensure seamless software implementation and client satisfaction.

EXPERIENCE

August 2021 - Now

Technical Implementation Specialist

Xentrix Solutions / Seattle, WA

- Collaborate with development teams to customize solutions according to client specifications.
- Troubleshoot technical issues during the implementation phase and provide timely solutions to minimize downtime.
- Conduct training sessions for clients to ensure smooth transition and effective use of new systems.
- Develop comprehensive documentation and implementation guides for client reference.

June 2016 - July 2021

IT Support Specialist

TechSavvy Systems / Seattle, WA

- Provided technical support to clients, resolving issues related to system configuration and network performance.
- Assisted with the setup and installation of IT infrastructure, including servers and workstations.
- Trained clients on the functionality of software solutions and helped optimize system performance.

EDUCATION

Bachelor of Science in Computer Science

University of Washington / United States, Graduated: May 2016

Certifications

- **AWS Certified Solutions Architect – Associate**, January 2023
- **Certified Scrum Master (CSM)**, July 2022

SKILLS

System Integration and Configuration	Expert	Project Management (Agile/Scrum)	Expert
Troubleshooting and Technical Support	Expert	Client Training and Support	Expert
Documentation and Reporting	Expert	Software Deployment Tools (Jira, Confluence)	Expert
AWS and Cloud Solutions	Expert		