

# Maurice Johnson

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## SUMMARY

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Aspiring Web Developer/Front-End Developer with diverse experience in technical support and software development environment. Some experience in Python and familiar with software development practices, complemented by strong problem-solving and analytical skills. Seeking to leverage technical expertise and customer service background in a dynamic software development role.

## WORK EXPERIENCE

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### TTEC

Healthcare Customer Service Representative

Oct 2024 - Present

- Respond to customer inquiries by providing clear explanations of healthcare products and services.
- Troubleshoot and resolve a wide range of customer issues, ensuring a high level of satisfaction.
- Escalate urgent or complex problems to senior staff or management for prompt resolution.

### Froedtert Health

Access Services

Feb 2024 - Oct 2024

- Adhered to established protocols in communicating codes, alerts, and announcements, including those related to disaster management plans.
- Maintained essential reference materials, including desk directories, on-call lists, and reference guides, ensuring accurate and up-to-date information.
- Operated beeper and paging systems to efficiently contact personnel and code teams, while managing internal and external calls to provide general information.

### Ascension Health

Switchboard Operator

Jan 2024 - Feb 2024

- Managed and directed internal and external calls, providing general information in accordance with established protocols.
- Maintained and updated essential reference materials, including desk directories, on-call lists, and guides.
- Operated beeper and paging systems to effectively contact personnel and communicate critical announcements, including codes and disaster alerts.

### Anthology

Seasonal Customer Care and Technical Support Advisor

Jul 2023 - Sep 2023

- Resolved customer inquiries through telephony, chat, and web-based platforms, ensuring prompt and effective assistance.
- Installed, maintained, and troubleshoot a variety of hardware and software, enhancing operational efficiency across departments.
- Managed client issues for assigned accounts, accurately documenting information in a web-based ticketing system and escalating complex cases when necessary.

### Milwaukee World Festival

Seasonal IT Field Technician

Jun 2023 - Jul 2023

- Deployed and set up computer and Point of Sales equipment effectively.
- Troubleshoot and resolved issues with computers and printers to ensure smooth operations.
- Ensured all computers were connected to the appropriate network for optimal performance.

### VCPI

Technical Analyst

Jun 2022 - Jan 2023

- Collaborated with team members to ensure high levels of customer satisfaction by assisting users with VPN-related issues and resolving technical challenges remotely.
- Managed user accounts in Active Directory, including creating, disabling, and modifying group memberships, as well as performing password resets.
- Utilized the ServiceNow ticketing system to efficiently create, update, and review tickets, ensuring timely resolution of technical issues across desktop, laptop, and mobile devices.

### **GalaxE Solutions**

Software Developer in Test Trainee

Oct 2021 - Jan 2022

- Acquired foundational expertise in the QA life cycle, enhancing quality assurance processes.
- Gained proficiency in Python and Android Studio, contributing to improved software development practices.

### **University of Wisconsin-Milwaukee**

Desktop Support Technician

Sep 2019 - Mar 2020

- Managed data backup and transfer processes, successfully deploying and installing new computer software within the Cherwell cloud system.
- Delivered technical support to end-users, effectively imaging computers according to specific formatting requirements and utilizing Microsoft Teams for remote communication.

### **Milwaukee County District Attorney's Office-JJC**

Office Support Assistant

Sep 2016 - Mar 2019

- Managed inbound calls and facilitated communication by accurately transferring callers to the appropriate attorneys or professionals within the department.
- Entered and maintained case-related information in the PROTECT computer software, ensuring data accuracy and accessibility for attorneys and other professionals.
- Supported departmental operations by sorting and filing mail, assisting clients with scheduled appointments, and monitoring entrance access, while providing backup support in the file room as needed.

### **Milwaukee County Sheriff's Office-JJC**

Public Safety Security

Mar 2014 - Sep 2016

- Operated weapons screening stations to ensure security and compliance with safety protocols.
- Investigated and reported disturbances, safety hazards, suspicious activities, and defective building conditions, contributing to a safer environment.
- Provided information and directions to the public and employees, enhancing overall accessibility and customer service.

### **Orion Security-Milwaukee County Behavioral Health Mental Health Complex**

Dispatcher

Feb 2012 - Mar 2014

- Processed patient admissions into the hospital's computerized system and managed inbound and outbound communications via the switchboard.
- Ensured security and safety by monitoring surveillance cameras, patrolling facility grounds, and verifying identification for facility access.

### **Teletech**

Call Center Agent

Nov 2011 - Nov 2011

- Utilized Yantra, Breeze, and Express Lane software to efficiently access and update customer accounts, including correcting orders and billing information.
- Assisted customers with account access issues by processing password resets and verifying information through multiple data points such as name, email, phone, and address.

### **Milwaukee County Sheriff's Office**

Communication and Highway Safety Dispatcher

Nov 2010 - Aug 2011

- Managed incoming radio and 911 calls, efficiently determining appropriate departmental transfers and dispatching deputies to various locations across the jurisdiction.
- Accurately entered incident data, interpreted maps, and monitored emergency frequencies, ensuring swift and decisive action in high-pressure situations.

## **EDUCATION**

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University of Wisconsin-Milwaukee	Milwaukee, Wisconsin
Bachelor of Applied Science, Information Science & Technology	Dec 2020
University of Wisconsin-Milwaukee	Milwaukee, Wisconsin
Certificate of Health Science, Health Care Informatics	May 2019
Milwaukee Area Technical College	West Allis, Wisconsin
Applied Science Associate Degree, IT Computer Support Specialist	Dec 2013
Milwaukee Area Technical College	West Allis, Wisconsin
Applied Science Associate Degree, Medical Administrative Specialist	May 2009

## **CERTIFICATIONS**

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CompTIA A+	May 2025
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## **SKILLS**

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Microsoft 365 • Customer Service • Verbal and Written Communication • Typing 35-45 WPM • Problem Solving • Multi-Tasking • Password Reset • Strong Interpersonal • Strong Analytical Skills • Epic • ServiceNow • Microsoft Azure • SolarWinds • VPN • Active Directory • Webex • Windows 10