

# PAUL JOHNSON

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SEEKING POSITION AS: SYSTEMS ANALYST • SUPPORT SPECIALIST • WEBMASTER • NETWORK OPERATIONS

## VALUE TO YOUR ORGANIZATION

Combining Technology Expertise with Organizational Leadership & Management

### OPERATING SYSTEMS:

Windows -  
NT, 2000, XP,  
Server

### SOFTWARE:

Microsoft -  
SharePoint,  
FrontPage,  
Project, Visio,  
Office  
Adobe -  
Photoshop

### PROGRAMMING LANGUAGES:

HTML  
JavaScript  
C++  
Visual Basic

### WEB DESIGN PORTFOLIO:

[www.hospice.org](http://www.hospice.org)  
Cash Prize Awarded &  
Site Selected for Use  
[www.brookfield.org](http://www.brookfield.org)  
in Development

**Solutions-driven** performance with a strategic understanding of **leading-edge technologies** to leverage resources, optimize productivity and provide incisive, **analytical goal execution**. Skilled and responsible with a **high-energy commitment** to the challenge of deadline achievement and multi-tasking organizational details. A persuasive and **professional communicator** with the ability to build relationships based on mutual respect, cooperation, and benefit to provide balanced judgment in **conflict resolution**. Core competencies include:

#### Technology Expertise

PC Hardware, Software & Peripherals  
Wired & Wireless Data Networking  
Corporate Web Design & Development  
Multimedia & Video Conferencing  
Voice Mail & Speech Synthesis  
Internet & Intranet Solutions

#### Organizational Leadership & Management

Strategic Planning, Implementation & Development  
Workflow Analysis, Quality & Efficiency Improvements  
Employee Recruitment, Interviewing & Evaluation  
Team Development, Training & Customer Service  
Corporate Planning, Budgeting & Inventory Control  
Operations Planning & Sales Management

## EDUCATION

STATE UNIVERSITY, Springfield, MO

**Bachelor of Science in Computer Information Systems / E-Commerce**

GPA: 3.6 / 4.0      Graduation: December, 2003

CONTINUING STUDIES SCHOLARSHIP: **Academic Excellence Award** (2002, 2003)

## CAREER EXPERIENCE & PERFORMANCE HIGHLIGHTS

WAL-MART STORES, INC., St. Louis, MO

PLATFORMS: Windows 2000/XP      # OF USERS: 500      # OF MANAGERS: 15      MANAGEMENT TRAINING PROGRAM: 1 of 2 Interns

### **Management Intern**

2000 – PRESENT

Provide support for corporate intranet training modules on installed systems. Assist management team in overall store operations and planning, as well as budget and inventory control. Coordinate and manage daily operations of customer service, interdepartmental communications, and scheduling. Analyze and implement workflow improvements to maximize efficiency. **PERFORMANCE HIGHLIGHT:** Great Job Excellence Award, 2001, 2002, 2003.

VIDEO ENTERTAINMENT, INC., St. Louis, MO

PLATFORMS: Windows 98/NT      # OF EMPLOYEES/USERS: 30      # OF MANAGERS: 3      # OF CUSTOMERS: 150

### **Regional Manager**

1998 – 1999

Supervised the installation, configuration, and management of computer systems. Developed training plans for installed systems and programs. Responsible for recruiting, interviewing, hiring, and evaluating employees. Analyzed and improved departmental operations resulting in increased productivity. Attended corporate planning meetings and assisted in developing policies and procedures. Prepared weekly operational status reports. Extensive responsibilities in operations and sales management. **PERFORMANCE HIGHLIGHT:** Value added by new account acquisition.

### **Account Service / Sales Representative**

1994 – 1998

Assisted in installation, configuration, and management of computer systems. Performed training and technical support for end users on installed systems and programs. Built customer rapport and proposed strategy options based on account history to help maximize monthly profits. Performed location audits. Coordinated sales and promotional activities of store managers. **PERFORMANCE HIGHLIGHT:** Fast-track promotion to Regional Manager.

"Paul possesses superior work habits and skill levels and has contributed greatly to our success. Your company will benefit from any association that will allow him to demonstrate his intelligence, cooperation and self-confidence."

Greg Jones, General Manager  
Video Entertainment