

# NICHOLAS JOHNSON

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## EXPERIENCE

### **Anyone Home** | *SaaS Software Support Representative* | *December 2023 to Current*

- Performed basic & advanced troubleshooting on application issues ranging from account creation, data management, email and SMS messaging systems, phone systems, client-requested call center reviews, and more
- Responsible for triaging tickets in a high-volume environment, ensuring all incoming tickets were correctly categorized and sent to the appropriate representatives.
- Identified and escalated application defects directly to the development team for resolution.
- Resolved software integration issues between Anyone Home and sites such as Zillow, Apartments.com, Rent.com, and CRM/PMS platforms such as ResMan, Yardi, MRI, and Entrata.
- Led support team customer survey completions, achieving the team's all-time record of a 97 percent satisfaction rate and receiving the largest number completed surveys in FY 2024.
- Solely oversaw maintenance of the company's lockbox inventory, including logging and sending incoming/outgoing lockboxes, ensuring billing was updated, and troubleshooting lockbox issues both in-house and with remote clients.

### **Lesona Systems** | *Owner and Help Desk IT Technician* | *June 2022 to Current*

- Built, installed, and tested desktop computer systems for private individuals and businesses.
- Designed, installed, and maintained small home and office computer networks with hardware including modems, routers, switches, and wireless access points and deployed computer images for desktop and laptop computers.
- Diagnosed and resolved various computer issues both on-site and from a remote Help Desk, demonstrating strong problem-solving skills and technical expertise to ensure seamless operation and user satisfaction.

### **Moody Rambin** | *Market Insight Analyst* | *September 2021 to June 2022*

- Delivered essential on-site technical support including VOIP, basic Active Directory support, computer hardware setup, WiFi && Networking, and IT maintenance on company assets.
- Updated and performed regular maintenance to property databases by conducting on-site surveys, extracting data from marketing materials, contacting organizations, outside agents, and other sources.
- Assembled and analyzed market intelligence reports for company leadership with a focus on local commercial real estate market fundamentals.

## EDUCATION & CERTIFICATIONS

### **California State University, Fullerton**

Bachelor of Arts - English Literature, *May 2018*

### **CompTIA A+ Certification**

CompTIA, *March 2023 (Code: 6X0H66DQGB41QVG4)*

## PROFICIENCIES

Linux Servers, Mobile Device Management (MDM), Critical Thinking, Help Desk Support, Customer Support, Virtual Machines, Office 365, Video Conferencing & VOIP, Computer Hardware, Computer Networking, DHCP, DNS, MacOS, Windows, Windows Server, Microsoft Office, SSH, Active Directory, Cloudflare, HTML, Python, Printers, PC Assembly/Troubleshooting/Repair, DNS, TCP/IP, Software Installation and Configuration, Virus and Malware Detection and Removal, Server Administration, Remote Desktop Support, RDP, Troubleshooting, Data Backup and Recovery, Documentation, Ticketing Systems, High-volume Ticket Environments

## TECHNICAL PROJECTS

### [LESONASYSTEMS.COM](https://lesonasystems.com)

- A custom-made website for myself and Lesona Systems, self-hosted at home on a RaspberryPi and proxied through Cloudflare.

### [UNDERWOLF](#)

- A privacy-focused Python CLI program to bulk update game add-ons for World of Warcraft free of third-party tracking.