

# Jesse James Johnston

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## **Education**

**Northeastern University**, Boston, MA May 2011

Bachelor of Science in Business & Information Science, GPA: **3.6/4.0**

Honors: Magna Cum Laude, Dean's List Scholar, Upsilon Pi Epsilon IT Honors Society, *President*;  
Sigma Alpha Lambda Honors Society; Golden Key Honors Society

Activities: Entrepreneurs Club, *VP of Communication*; SANETraveler, *Quality Control Director*;  
Twin Oaks Software, *Consultant*; Leadership Education Growth Opportunities, *Trainee*

**Centre D'Études Franco Américain De Management**, Lyon, France Spring 2008

## **Experience**

**Cisco Systems** Herndon, VA  
*Associate Systems Engineer* 2011-Present

- Member of highly coveted early-in-career training program, Cisco Sales Associates Program.
- Engage in expert-taught workshops on cutting-edge technologies and architectural plays.
- Broaden sales and business acumen through series of coaching and roleplaying exercises.
- Manage customer-facing Customer Proof of Concept lab, assist with virtual testing services.

*Customer Support Engineer, Security (Co-op)* Research Triangle Park, NC  
2010-2011

- Provided advanced technical support for Cisco's security products to customers and partners.
- Worked with engineers and support agencies from around the world to resolve security threats.
- Used debugging tools, lab simulations, and WebEx to analyze problems and identify solutions.
- Kept up-to-date with emerging security threats and receive training on security technologies.
- Troubleshooted security configurations and devices including AAA, 802.1x, and ACS appliances.

*Customer Advocacy Lab Operations (Co-op)* 2009-2010

- Supported global Technical Assistance Center (TAC) operations through network emulation.
- Recreated segments of customer networks in multi-lab OSI Layer 2/3 product environment.
- Communicated directly with engineers and corporate clients to aid root-cause analysis.
- Minimized client downtime and maintained record-setting levels of customer satisfaction.

**Certified Computer Services** Boston, MA  
*Founder/CEO* 2003-2011

- Consulted consumer and business clients on effective IT deployment and process automation.
- Designed, developed, installed, and maintained information systems for data warehousing.
- Provided connectivity solutions and technology integration schemas for nontechnical clients.
- Developed and distributed marketing materials, tailored photography, and web 2.0 solutions.

**Milton Academy** Milton, MA  
*Technical Support Analyst Assistant (Co-op)* 2008-2009

- Overhauled PC image development and deployment procedures by automating processes.
- Programmed batch scripts to enable remote image distribution for Windows and Mac OS.
- Solved student and faculty information technology inquiries on-site and via Remote Desktop.
- Supported daily help desk operations and maintained campus lab environments and servers.

## **Interests**

Entre/Intrapreneurship

Getting Things Done

Imparting Positive Change

Network Infrastructure Design

Personal Fitness and Health

World Travel, Culture, & Language

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