

JEFFREY JOHNSON

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Portfolio: [jeff-johnson-portfolio.vercel.app](#)

Customer facing technical professional with experience supporting complex software platforms, diagnosing issues, and translating technical concepts into clear business value. Proven ability to manage high volume customer conversations, own issue resolution, and collaborate cross functionally with engineering and operations teams. Strong foundation in Python, SQL, and web systems, paired with clear communication, documentation, and stakeholder focused problem solving.

EDUCATION

GRAND CANYON UNIVERSITY

Bachelor of Science in Software Development, Minor in Business Analytics

Phoenix, AZ

Graduated: April 2025

- **Honors:** Undergraduate Certificate of Completion in Java Programming, C# Programming
- **Relevant Coursework:** IT Project Management, Platform & Network Technologies, Cloud Computing, Application Security Foundations, Operating Systems, Algorithms & Data Structures, Written & Verbal Communication for Software Development

EXPERIENCE

Hydrocient IoT Cyber Defense Externship – Extern (February 2026 – March 2026)

Cybersecurity, Python, Encryption, Security Testing, Dashboards

- **Built and secured an MQTT-based IoT pipeline** using Python, TLS encryption, and device certificates to simulate and protect real-time water monitoring systems.
- **Conducted security testing**, including replay attack simulations and TLS performance benchmarking, identifying vulnerabilities and tuning defenses.
- **Developed a real-time security dashboard** using Streamlit to monitor pipeline health, detect threats, and track system status

Data Analyst, Baseball Data – Corvallis Knights Baseball Club (April 2025 - September 2025)

Python, Pandas, NumPy, Matplotlib, TrackMan, Synergy, SQL, Jupyter, Tableau

- **Cleaned, validated, and structured large datasets** using Python, Pandas, and SQL to ensure accuracy, consistency, and reliability across time sensitive analytical deliverables
- **Built automated Python driven reporting pipelines** that ingested raw performance data, applied quality checks, and deployed standardized reports on strict deadlines, supporting operational decision making
- **Monitored reporting outputs** for data quality, completeness, and delivery timing, troubleshooting data and logic issues to ensure consistent execution across parallel reporting requests
- **Analyzed performance trends and data slices** to identify patterns, strengths, and optimization opportunities, translating findings into actionable insights for staff
- **Debugged data pipelines and reporting scripts** by tracing failures, validating inputs and outputs, and resolving logic or data integrity issues

Operations Assistant – San Diego Padres (February 2024 – April 2025)

Excel, Data Entry, Player Evaluation, CRM Systems, Logistics Coordination

- **Digitized and maintained Excel based operational reports**, ensuring consistent structure, accuracy, and usability for analysts, players, and coaches
- **Distributed** and tracked 50+ credentialed assets via CRM and inventory systems, verifying access privileges and ensuring secure data handling for front office and player personnel

Information Technology Support Specialist – GCU Tech Support (May 2023 – January 2024)

Technical Support, Customer Service

- **Resolved 500+ technical support tickets involving application issues**, account access, system configuration, and network connectivity, maintaining a 99 percent resolution rate
- **Acted as an escalation point for complex or recurring issues**, performing root cause analysis and coordinating fixes across systems and teams
- **Created detailed escalation notes**, reproducible error logs, and technical documentation to support engineering teams and reduce repeat incidents
- **Communicated clearly with non technical users via phone, email, and chat**, translating technical issues into understandable explanations while maintaining high customer satisfaction

SKILLS AND TOOLS

- **Programming & Scripting:** Python, Java, C#, JavaScript, SQL
- **Systems & Platforms:** Windows 10/11, Mac, Active Directory, CRM systems
- **Databases:** MySQL, SQL Server, Firebase, MongoDB, MsSQL
- **Cloud & Infrastructure:** AWS, Azure, Google Cloud, Heroku