

EMMA JOHNSON

Implementation Engineer

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PROFESSIONAL SUMMARY

Dedicated Implementation Engineer with 5 years of experience in executing and optimizing technology solutions. Proficient in system integration, process enhancements, and fostering client relationships. Committed to delivering efficient project implementations that drive business success and elevate operational capabilities.

WORK EXPERIENCE

Junior Implementation Engineer

📅 Jan / 2022-Ongoing

Maple Leaf Consulting

📍 Toronto, ON

1. Implemented virtualization initiatives including consolidation, disaster recovery, and architectural design to enhance system resilience.
2. Executed presales technical design and post-sales implementations, ensuring alignment with client needs.
3. Conducted hands-on technical implementation and troubleshooting on complex client projects, delivering high-touch service.
4. Architected, designed, and implemented EMC VNX SAN environments, ensuring high availability for VMware vSphere applications.
5. Oversaw architecture and administration of NetApp FASV-Series and IBM DS-series storage arrays, optimizing performance.
6. Configured Cisco MDS and Brocade Fabric switches for enhanced network efficiency.
7. Collaborated with stakeholders to ensure effective project delivery and client satisfaction.

Implementation Engineer

📅 Jan / 2020-Jan / 2022

Summit Peak Industries

📍 Denver, CO

1. Issued internal and external work orders for configuring routers, switches, and wireless access points, ensuring seamless network integration.
2. Ensured technical validity of solutions, developing site-specific configurations and expediting project timelines.
3. Installed and managed Cradle Point devices for 3G and 4G failover networks, enhancing connectivity reliability.
4. Facilitated communication with cross-functional teams through web sessions and conference calls to outline project phases.
5. Developed documentation for deployment processes, improving knowledge transfer and operational efficiency.
6. Conducted post-implementation reviews to capture lessons learned and improve future deployments.
7. Monitored project progress and addressed issues proactively to ensure timely completion.

EDUCATION

Bachelor of Science in Information Technology

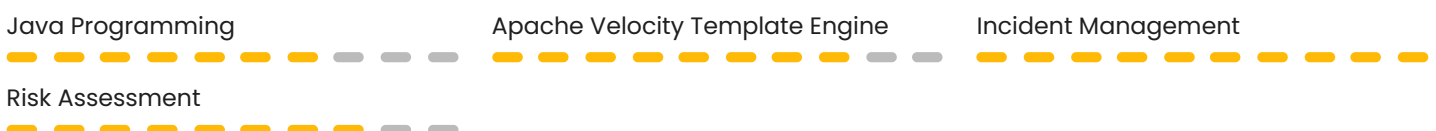
📅 Jan / 2018-Jan / 2020

University of Technology

📍 Santa Monica, CA

Focused on systems integration and project management methodologies.

SKILLS



ACHIEVEMENTS

★ Successfully implemented a virtualization project that improved system uptime by 30%.

★ Led a cross-functional team to enhance system integration, resulting in a 25% reduction in deployment time.