

Chante Johnson

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Summary

IT professional with 20+ years supporting enterprise and healthcare environments through technical support, SaaS administration, EHR implementation, and user enablement. Skilled in Microsoft 365, Azure/Entra ID, Active Directory, authentication technologies, and endpoint support, with a proven record of driving successful technology adoption through training, documentation, and stakeholder collaboration.

Experience

Pediatric Associates

February 2026 – Present

Help Desk Analyst

- Provide Tier 1 and Tier 2 technical support for enterprise users across a multi-location healthcare environment.
- Troubleshoot AD, Azure/Entra ID, M365, VPN, MFA, licensing, authentication hardware, software, and endpoint issues.
- Consistently maintain high ticket resolution performance while meeting established SLAs and customer service objectives.

LearningMate

November 2025 – June 2026

Subject Matter Expert / Instructional Designer

- Provided cybersecurity SME support to ensure course content remained technically accurate, current, and aligned with industry tools and practices.
- Developed and validated e-learning modules, assessments, and interactive learning assets grounded in adult-learning methodologies.
- Applied backward design, scaffolding, and UDL standards to engineer effective learning experiences for diverse audiences.

Pennsylvania Department of Health

July 2024 – July 2025

Healthcare IT Implementation & Training Specialist

- Supported the statewide implementation and adoption of the eVitals Electronic Health Records (EHR) platform, partnering with medical facilities, funeral homes,

physicians, and registrar offices to ensure successful onboarding and compliant system utilization.

- Designed, developed, and maintained a comprehensive web-based training portal, instructional modules, job aids, and technical documentation that served as key learning resources during the statewide rollout of the cloud-based healthcare system.
- Delivered live training and technical support to end users statewide, troubleshooting access, authentication, connectivity, browser, and workflow issues while serving as a liaison between stakeholders and technical teams to drive user adoption and operational success.

Pennsylvania Department of Transportation

August 2019 - June 2024

Instructional Designer

- Designed and delivered Microsoft Office training modules (Excel, Word, PowerPoint, OneDrive, OneNote, Outlook, SharePoint) and lead virtual and in-person classes.
- Provided real-time technical support during live training, troubleshooting software, browser, connectivity, and A/V issues while maintaining clear, professional communication across phone, email, chat, and video channels.
- Partnered with PennDOT IT teams to manage user accounts, permissions, SharePoint access, and system updates; support statewide staff in adopting new tools and workflows by resolving recurring technical issues and improving overall system performance.

PA Health and Wellness

June 2018 - August 2019

Compliance Analyst

- Conducted compliance audits and reviewed system documentation to ensure accuracy, regulatory adherence, and proper workflow execution across PA Health & Wellness health plan operations.
- Supported internal teams with system access, documentation corrections, and workflow troubleshooting, clearly explaining technical processes to staff with varying levels of technical and clinical experience.
- Identified and escalated system discrepancies to leadership, maintaining detailed records of findings, corrective actions, and compliance updates to strengthen organizational integrity and meet health-insurance regulatory standards.

The Vitamin Shoppe

June 2016 - June 2018

Technical Support Specialist II

- Delivered Level 2–3 technical support for POS systems, iPads, computers, printers, and peripherals across nationwide retail locations, resolving complex hardware, software, configuration, and account-setup issues to maintain system stability and rapid incident recovery.
- Diagnosed and remediated device, OS, network, and peripheral failures; managed high-volume support queues; documented incidents thoroughly; and executed structured escalation procedures during urgent, store-impacting outages.
- Performed Active Directory password resets, account unlocks, and access corrections; reimaged workstations; and diagnosed LAN/WAN connectivity issues using TCP/IP tools, ping tests, and CMD-based troubleshooting to restore full system functionality.

Education

Master of Arts in Learning, Design, and Technology

Point Park University | April 2025

Bachelor of Science in Computer Science

Point Park University | May 2020

Associate of Science in Computer Information

Penn Highland Community College | May 2017

Skills

Technical Support: Tier 1–3 Support, Incident Management, Hardware/ Software troubleshooting, Reimaging, Windows/macOS/iOS

Network & Security: LAN/WAN, TCP/IP, DNS, DHCP, VPN, MFA

Cloud & Identity: M365, Azure/Entra ID, Active Directory, Exchange Online, SharePoint, MFA

Tools & Platforms: ServiceNow, Remedy, JIRA, GitHub, ScreenConnect, TeamViewer, SCCM/Intune

Training & Documentation: Instructional Design, Technical Writing, SOPs, User Guides, LMS Administration, Knowledge Base Development

Other

Certifications: AZ-500: Microsoft Azure Security Engineer Associate — In Progress

Portfolio: cjohns4.github.io/ChanteJohnsonSite