

MARK JOHNSON

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PROFESSIONAL SUMMARY

Results-driven leader with experience in critical situation management and AI implementation. Skilled at leading response teams, enabling cross-functional collaboration, and resolving complex challenges for premier clients by leveraging creativity balanced with critical thinking. An exceptional communicator committed to continuous improvement and delivering value for all.

PROFESSIONAL EXPERIENCE

Critical Situation Manager | Microsoft | March 2025 - Present

- Lead critical situation management for Microsoft's premier level customers and government service contract holders.
- Coordinate rapid response teams during service disruptions, reducing mean time to resolution by 30%.
- Develop and maintain effective communication protocols between engineering teams and executive stakeholders.
- Facilitate post-incident reviews to identify process improvements and preventative measures.

Freelance AI Consultant | Artificial is Real | January 2024 - Present

- Design and implement AI solutions for process automation, marketing, and entertainment applications.
- Successfully deployed custom AI agents that reduced client operational costs by an average of 57%.
- Provided expert prompt engineering services for 3 confidential LLM training projects for emerging AI technologies.
- Provided expert advice on AI tools features and costs to guide small businesses in tool and technology selection.

Senior Major Incident Manager | HCLTech | May 2021 - January 2024

- Led critical incident response providing 24/7 coverage for a global pharmaceutical manufacturer of life-saving drugs.
- Led cross-functional engineering teams, significantly reducing incident resolution time.

- Managed crisis communications to C-level executives and stakeholders during production outages, maintaining 100% information accuracy.
- Supervised and guided a team of seven incident managers, leading to significant improvement in team performance ratings.
- Established trusted advisor status with client executives, contributing to an increased contract renewal rate.

Problem Manager | Solaris Diagnostics | July 2020 - July 2021

- Developed and implemented problem response protocols during COVID-19 pandemic for a high-volume testing laboratory.
- Created scalable processes enabling our lab to achieve a goal of 40,000 daily COVID tests, a 300% increase in capacity.
- Reversed negative customer perception through targeted process improvements, increasing customer satisfaction scores by 65%.
- Trained staff in customer empathy techniques, reducing complaint rates by 89% in three months.

Business Analyst III | Randstad | February 2019 - July 2019

- Facilitated JAD sessions and requirement gathering for product development and enhancements.
- Documented and prioritized requirements for 3 major product launches within tight timelines.
- Identified 20+ process improvement opportunities that reduced operational costs.

Major Incident Manager | Conduent | April 2018 - February 2019

- Revitalized incident management team during corporate transition from Xerox to standalone company.
- Rebuilt team culture and restored customer focus
- Coordinated technical support activities across multiple global engineering departments during critical incidents.
- Reestablished adherence to documented policies and communication protocols, reducing procedural errors by 60%.

Business Systems Senior Advisor | Dell Technologies | August 2013 - June 2015

- Ensured customer satisfaction with custom software solutions through requirements gathering and relationship management.
- Served as liaison between executives and development teams for 12+ custom software implementations.

- Achieved a 98% customer satisfaction rate by meticulously documenting project requirements.
- Trained 200+ customer staff on new software functionality, with 95% training effectiveness rating.

Technical Product Consultant | TEKsystems | February 2012 - July 2013

- Represented Plan Maintenance and Billing team during development of Kentucky's ACA implementation (Kynect.gov).
- Translated complex legislative requirements into functional specifications for the development team.
- Reviewed and corrected design documents through 15 iterations to ensure regulatory compliance.
- Mastered 1,100+ pages of ACA legislation to ensure platform adherence to federal requirements.

Major Incident Manager/.NET Developer | Xerox | February 2006 - February 2012

- Founding Member of Xerox's Major Incident Management Team.
- Managed critical outage response with 24/7 coverage for 28+ strategic business units supporting SaaS and Enterprise solutions.
- Coordinated cross-functional teams of up to 25 engineers during complex production outages.
- Developed and implemented "lessons learned" documentation system that decreased incident recurrence by 35%.

SKILLS

Technical: AI Prompt Engineering, LLM Training, Software Development (.NET), ServiceNow, Zapier, Make.com, LM Studio, ChatGPT,

Management: ITIL 4, Incident Management, Root Cause Analysis, Process Improvement, Project Management, Crisis Triage

Business: Requirements Gathering, Customer Success, SLA Management, Cross-Functional Leadership, Agile & Waterfall Methodologies

Security: Cybersecurity Fundamentals, Incident Response

EDUCATION & CERTIFICATIONS

Associate of Science, Computer Programming | Sullivan University

Computer Science for Artificial Intelligence | HarvardX