



THE UNITED STATES OF AMERICA

TO ALL WHO SHALL SEE THESE PRESENTS, GREETING:

THIS IS TO CERTIFY THAT
THE SECRETARY OF DEFENSE
HAS AWARDED

THE JOINT SERVICE ACHIEVEMENT MEDAL

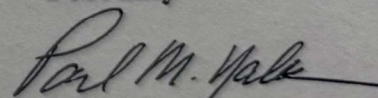
TO
INFORMATION TECHNICIAN SECOND CLASS DEVIN P. JOHNSON
UNITED STATES NAVY

FOR
MERITORIOUS SERVICE
FOR THE ARMED FORCES OF THE UNITED STATES

GIVEN UNDER MY HAND THIS 26th DAY OF February 2020

NATIONAL SECURITY AGENCY
COMMAND OR OFFICE




General, U.S. Army, Director
for SECRETARY OF DEFENSE



Joint Service Achievement Medal

Information Technician Second Class Devin P. Johnson, United States Navy, distinguished himself by exceptionally meritorious service as Help Desk Technician, Directorate of Operations, National Security Agency/Central Security Service, from May 2018 to March 2020. During this period, Petty Officer Johnson was an integral part of the Radio Frequency Mission Operations' Support and Services Help Desk. Specifically, he coordinated mitigation actions and error reporting for over 3,500 system issues. Additionally, Petty Officer Johnson provided reach back support on 50 occasions to a quick reaction capability team conducting missions in hazardous conditions, verifying critical deployment movement milestones were tracked properly and ensuring safety procedures were completed for the duration of their deployments. Furthermore, his expertise was key in resolving data flow issues for more than 10 agency wide missions increasing up-time by 75 percent. Finally, Petty Officer Johnson dedicated over 200 hours updating the Tier-1 mission support capabilities Standard Operating Procedures and Job Qualification Standards for the Radio Frequency Operations' Help Desk to equip all oncoming Help Desk personnel with the skills needed to continue supporting mission essential systems. The distinctive accomplishments of Petty Officer Johnson reflect credit upon himself, the United States Navy, and the Department of Defense.