

Devin P. Johnson

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Professional Summary

U.S. Navy Veteran with over 9 years of experience as an Information Technician. Specialize in providing remote and onsite technical support for hardware, software, and basic networking issues in high-tempo environments. Strong customer-service mindset with experience troubleshooting Windows endpoints, supporting Microsoft 365, documenting tickets clearly, and escalating complex issues with complete context.

Core Competencies

- Ticket documentation, follow-up, and escalation
- Windows 10/11 troubleshooting
- Microsoft 365 support
- Active Directory
- Basic networking troubleshooting
- Hardware/peripheral support
- Proactive monitoring and issue identification
- Knowledge base/SOP creation and process improvement
- Clear communication with non-technical user

Professional Experience

IT Field Services

TEKsystems

Leidos | Norfolk, VA | Feb 2026 – Present

- Diagnosed and resolved desktop, laptop, printer, and peripheral issues while maintaining strong customer service and mission-focused support.
- Supported Windows-based systems and enterprise tools, including Active Directory account management, password resets, user permissions, and group policy-related troubleshooting.
- Installed, configured, and imaged NIPR/SIPR workstations in accordance with organizational security baselines and standard operating procedures.
- Supported multi-site users in both remote and on-site environments, balancing help desk ticket volume with field service priorities.
- Conducted hands-on field service repairs, including disassembly/reassembly of end-user devices for internal component upgrades and replacements.
- Delivered professional customer service and technical support via phone and email, assisting users with issue intake, troubleshooting steps, status updates, and resolution guidance.

Information Systems Technician

U.S. Navy - Various Global Locations | Jun 2014 - Jul 2023

USS Pinckney (DDG-91) – San Diego, CA | Feb 2020 – Jul 2023

- Ensured proper handling, loading, and updating of daily/weekly/monthly cryptographic keys and secure communication assets.
- Troubleshot and re-imaged user systems, restoring operational capability while activating and validating network ports to ensure secure internet connectivity.
- Administered Active Directory, group policy objects, and implemented identity and access control measures.
- Supported the planning and implementation of IT transformation projects to modernize legacy systems

- Completed GCCS-M System Administrator training. GCCS-M SME.

National Security Agency – Ft. Meade, MD | Feb 2018 – Feb 2020

- Coordinated mitigation actions and error reporting for 3,500+ system issues, ensuring rapid restoration of mission-critical services.
- Provided technical reach-back support for 50+ field missions in hazardous environments, verifying deployment milestones and safety procedures.
- Resolved complex data-flow issues across 10+ agency-wide missions, improving system uptime by 75%.
- Updated and modernized Tier-1 Standard Operating Procedures and Job Qualification Standards, contributing 200+ hours to training improvements.
- Strengthened Help Desk readiness by equipping incoming technicians with skills to support high-priority, mission-essential RF systems.

Beachmaster Unit 1 – San Diego, CA | Jan 2015 – Feb 2018

- Served as Work Center Supervisor, overseeing daily technical operations and ensuring mission readiness for all assigned equipment.
- Maintained, troubleshoot, and accounted for classified communications equipment.
- Performed preventative and corrective maintenance on sensitive electronic gear, reducing downtime and increasing system reliability.
- Played a key role in developing SOPs for secure IT system operations and maintenance.
- Supervised and trained junior personnel in network configuration, cybersecurity best practices, and Help Desk support.
- Ensured compliance with cybersecurity audits and assisted in preparing documentation.

Education

Old Dominion University – Norfolk, VA

- Master of Science, Cybersecurity
 - Jan 2026 - Present
- Bachelor of Science, Cybersecurity
 - Sep 2023 - Dec 2025 | GPA: 3.73 | Magna Cum Laude

US Navy - Information Warfare Training Command – San Diego, CA

- Network Security, Cyber Defense Training
 - CISCO Network, Routers and Routing Fundamentals.
 - Mar 2020 – Jun 2020

US Navy – Technical Training School – Pensacola, FL

- Information Systems Technician A-School
- CompTIA A+
 - Aug 2014 – Jan 2015

Certifications

- Active DoD Secret Clearance (TS/SCI-Eligible)
- CompTIA Security+ (Dec 2025 – Dec 2028)
- Microsoft Certified: Security Fundamentals (SC-900)
- Microsoft Certified: Azure Fundamentals (AZ-900)
- CompTIA A+ (Sep 2014 – Sep 2020)