KEVIN M. MCFARLAND

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PROFESSIONAL SUMMARY

Senior Personnel Supervisor | Military Veteran | Cybersecurity Professional

Results-driven leader with over 15 years of distinguished service in the United States Navy, specializing in team leadership, risk management, and security operations. Proven track record of mentoring and developing multi-functional teams of up to 30 personnel, achieving a 43.6% promotion rate and 98% retention. Expert in physical security, electronic systems, weapons systems, and ordnance, managing risk assessments and asset protection for equipment valued at $15M+. Demonstrated success in multinational operations by developing strategic support plans, implementing policies, and integrating technology to drive efficiency and mission success—consistently delivering projects ahead of schedule and under budget. Recognized for fostering high-performance cultures, driving transformation, and scaling operations with cross-functional collaboration. Recipient of multiple awards for outstanding leadership and professionalism in the U.S. Navy. Currently transitioning into the cybersecurity field, seeking opportunities as a Cybersecurity Analyst, GRC Analyst, Penetration Tester, or related IT security role. Holds an Active Secret Clearance.

EDUCATION & CERTIFICATION

CompTIA Security+ SY0-701 Certified Oct 1 2024

ISC2 Cybersecurity Certified [CC] Jul 2024

Masters of Science: Cyber Security | Old Dominion University

Norfolk, VA – Anticipated Graduation August 2026

Bachelors of Science: Cyber Security | Old Dominion University

Norfolk, VA – Dean's List Spring-Summer-Fall 2024, Graduation May 2025

Associates of Applied Science: Cyber Security | Tidewater Community College

Virginia Beach, VA – Graduated Magna Cum Laude December 2023

ACADEMICALLY AND PROFESSIONALLY GAINED SKILLS

- Security Strategy and Policy
- Active Directory
- Troubleshooting/Problem Solving
- Ethical Hacking
- VM/Ubuntu/Kali/pfsense
- Risk Management Framework
- System/Impact Analysis
- Configuration Manager
- Computer Enterprise Networking
- HPSM
- Python
- Hardware/Software Diagnostics
- Remote Troubleshooting
- Capture The Flag
- Lean Sigma 6/Agile White Belt
- Cryptography

PROFESSIONAL EXPERIENCE

APEX SYSTEMS (LEIDOS SMIT) – Norfolk, VA　　　　　　　　　　　　**December 2024 – Present**
Service Desk Tier 1 Agent

- Provided first-line technical support to military and civilian personnel under the Navy Marine Corps Intranet (NMCI) program, ensuring prompt issue resolution via phone, email and ticketing systems.
- Diagnosed and troubleshot hardware, software, and network issues, escalating complex problems to higher-tier support as needed, maintaining a high level of customer satisfaction.

- Managed and resolved service requests related to desktop, laptop, mobile device, and peripheral issues, using remote tools to assist with problem resolution.
- Utilized the HP Service Management (HPSM) platform to document and track incidents, ensuring accurate and timely updates for customers and management.
- Delivered assistance in configuring and troubleshooting common software applications, including Microsoft Office Suite, O365, antivirus programs and VPN connectivity tools.
- Collaborated with cross-functional teams to maintain system integrity and ensure compliance with NMCI policies and security protocols.
- Met or exceeded performance metrics for incident resolution, response times, and customer satisfaction in a fast-paced, high-volume environment.
- Participated in knowledge base creation and documentation of troubleshooting steps to improve first-call resolution rates and reduce repeat incidents.

NAVY EXCHANGE SERVICE COMMAND (NEXCOM) – Virginia Beach, VA
Information Technology Client Services Support Analyst　　　　　　　　**May 2024 – November 2024**

- Managed over 14,000 user accounts using on-premises Active Directory and Microsoft Endpoint Configuration Manager (SCCM). Reserve Dynamic Host Configuration Protocol (DHCP) for Mac and Windows users.
- Procure, configure, implement, troubleshoot asset problem identification, diagnosis and resolution to provide overall day-to-day support for end user devices and related equipment, offering one-on-one device and software training for associates.
- During internship appropriately created, documented/updated progress/status of over 50 Incident Tickets and Change Orders in CA Service Desk Manager, interfacing with end users in day-today support providing resolutions to end user problems. Lifecycled over 110 PCs and Laptops for recycle and imaged over 140 computers with software and application installation and configuration and users' profiles ensuring zero work stoppages.

UNITED STATES NAVY – Hampton Roads, VA　　　　　　　　　　**April 2005 – June 2020**
Leading Chief Petty Officer

- Supervised a team of 45 technicians managing the system analysis, maintenance and repair of the shipboard Close In Weapon System (CIWS), Rolling Airframe Missile (RAM) System, Ship Self Defense System (SSDS) and associated equipment, ensuring 97% operational readiness, increasing system performance and reliability by 33%.
- Managed the integration of new communication technologies with existing systems, resulting in a 55% improvement in data transmission rates and a 90% reduction in system downtime.
- Conducted comprehensive team training programs for 40 personnel in the proper use of communication equipment and systems, resulting in a 98% proficiency rate among team members.
- Establish a company training regimen in accordance with DoN Policy which raised staff qualifications from 10% to 89%.
- Achieved a rating of over 95% on the Secretary of the Navy's Board of Inspection and Survey maintaining the organizations operational readiness at the highest level.
- Utilized Operational Risk Management (ORM) principles, methods, and techniques to lead the on-load of 42 RAM missiles and all gunnery ordnance (totaling over $7M+) with zero casualties or mishaps.
- Built and Managed the Qualification Certification/Ordnance Handling program aboard USS Carter Hall in accordance with DoN Policy, ensuring 100% accountability and inventory of stored ordnance and the training

of over 50 personnel in the safe handling and storage of explosive ordnance maintaining zero mishaps aboard ship.

- Performed interdisciplinary skilled analysis for detailed systems, computer programs, electronics and electronic casualty control.
- Interpreted and analyzed rules, regulation and policies as they relate to Physical Security, Information Security, Safety, Emergency Management Requirements, Maintenance, Troubleshooting, and Systems Operations.

EXTRACURRICULAR

AFCEA Hampton Roads Chapter Member | Coastal Virginia Cybersecurity Student Association Member

Commonwealth Cyber Initiative (CCI) Technology Enabled Engagement & Mentoring (TEEM)

ODU's Cyber Security Student Association (C2SA) Member | US Cyber Games Participant

Hack the Box | Cyber Forge 2025 Participant

Privately owned and created virtual lab for certified ethical hacking practice

SPECIALIZED MILITARY TRAINING

Electrical and Electronic Systems Installation & Maintenance | Ordnance Management and Storage
Gun Weapon System Operation and Maintenance | Navy Instructor Training | Radar Systems Troubleshooting and Maintenance | Electromechanical Systems Troubleshooting | Department of Defense (DoD) and Department of the Navy (DoN) Program Policy Assessments and Inspections