

ROY E. JOHNSON II

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PROFESSIONAL SUMMARY

Versatile IT professional with 8+ years in systems administration, network infrastructure, and technical support, with additional experience in customer service, team leadership, and operations management. Currently serving as System Information Specialist at D&B Supply, managing network security, cloud migrations, server maintenance, and internal tooling. Actively expanding full-stack web development skills in PHP, Laravel, Livewire, JavaScript, and CSS, building and maintaining production applications with a focus on clean, maintainable code.

PROFESSIONAL EXPERIENCE

System Information Specialist *July 2017 – Present*

D&B Supply — Caldwell, Idaho

- Manage company-wide network infrastructure including routers, switches, firewalls, and wireless access points across multiple locations
- Lead project management for new store openings and building deployments, including hardware, connectivity, and software rollouts
- Implemented and maintain network security infrastructure (firewalls, IDS, VPNs)
- Migrated on-premises servers and data to cloud environments (AWS, Azure) with minimal business disruption
- Configured and support VoIP phone systems across all locations
- Developing full-stack web applications using PHP, Laravel, Livewire, JavaScript, and CSS to deliver internal tools and quality-of-life improvements
- Managed server upgrades including PHP and framework version migrations, resolving breaking changes
- Leveraged PowerShell scripting to automate deployments and system configurations
- Performed system backups and disaster recovery procedures
- Managed IT vendor relationships and cost-effective procurement
- Created SOPs, user guides, and troubleshooting documentation; provided end-user and staff training
- Managed IT asset inventory across all locations

Tier 1 iOS Apple Advisor — Chat *Oct 2016 – Apr 2017*

Kelly Services (Apple) — Troy, Michigan

- Provided chat-based technical support for Apple iOS products
- Assisted team leads with escalations; trained and mentored new agents

Tier 1 iOS Apple Advisor — Phone Jun 2016 – Sep 2016

Kelly Services (Apple) — Troy, Michigan

- Delivered phone-based technical support for Apple iOS products
- Supported new agent training and onboarding

Satellite Technician Aug 2014 – Feb 2016

Mastec Advanced Technologies — Gainesville, Georgia

- Performed satellite system installations, upgrades, and quality control
- Conducted site surveys and resolved technical system issues
- Delivered field-based customer service across diverse residential and commercial sites

Leadership Technical Support Agent Oct 2010 – Mar 2014

Consolidated Communications — Charleston, Illinois

- Provided advanced technical support for IPTV, ADSL internet, and VoIP services
- Served in leadership support role handling escalations, agent training, and special projects

General Store Manager May 2006 – Mar 2009

Rogers Petroleum — Morristown, Tennessee

- Managed full store operations including hiring, training, scheduling, and performance management
- Prepared and managed annual budget; analyzed variances and reported to ownership
- Maintained vendor relationships, inventory control, and regulatory compliance

Phlebotomist Mar 2004 – Apr 2006

Sycamore Shoals Hospital — Elizabethton, Tennessee

- Performed inpatient and outpatient phlebotomy and therapeutic procedures; trained clinical students
- Managed departmental website; served on the Quality Improvement Board; oversaw Atlas outreach medical program

EDUCATION

B.S., Organizational & Professional Development *In Progress*

Eastern Illinois University

GPA: 3.71 • Approximately one semester remaining

Phlebotomy Certificate Dec 2001

East Tennessee State University

National Certification — ASCP

CERTIFICATIONS — IN PROGRESS (Targeting End of 2026)

- CompTIA A+
- CompTIA Network+
- CompTIA Security+

TECHNICAL SKILLS

Systems	Windows Server, Active Directory, Azure AD, Microsoft 365, Linux (Ubuntu/CentOS), VMware
Networking	VLANs, Firewalls, IDS, VoIP, VPN, DNS/DHCP, Fiber, Coax, Cat5/5e/6, RJ-11, RJ-45
DevOps	PowerShell, Bash, Docker, CI/CD, Grafana
Web Development	PHP, Laravel, Livewire, JavaScript, CSS, HTML, REST APIs (actively developing)
Tools	ServiceNow, Jira, Oracle, Remedy, Lotus Notes, Microsoft Office 365

ADDITIONAL SKILLS

Customer Service (30+ years) • Staff Management • Vendor Relations • Technical Training • Budget Management • Documentation & SOPs • Apple iOS Support • Remote Support • Disaster Recovery