DEVINN HOUSTON

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**Salesforce Certified Administrator | IT Support Specialist | U.S. Army Veteran**

**Salesforce Military Member | Incident IQ Certified | Remote & Atlanta Metro Area**

# PROFESSIONAL SUMMARY

Salesforce Certified Administrator and IT Support Specialist with 10+ years of combined experience in CRM administration, hardware/software troubleshooting, system deployment, and cross-functional team leadership. Proven track record supporting end-users, managing asset life cycles, and improving technical workflows in K-12, military, and retail environments. Strong customer-facing skills and technical versatility across Apple, Windows, ChromeOS, and mobile ecosystems. Actively seeking Salesforce Admin or IT Support roles, remote or Atlanta-based.

# CERTIFICATIONS

• Salesforce Certified Administrator

• Salesforce Certified Associate

• Salesforce Military Member

• Incident IQ Certified Agent

• U.S. Army Signal Support Systems Certification

# PROJECTS

**Salesforce IT Service Request App | Salesforce Portfolio Project (2025)**

- Designed and deployed a custom IT Service Request app in Salesforce, automating support ticket intake, technician assignment, and status tracking using record-triggered Flows.

- Created dynamic task routing, real-time status updates, and organized reporting via custom objects, reports, and dashboards.

**Salesforce Employee Onboarding Automation Flow | Salesforce Portfolio Project (2025)**

- Built a record-triggered onboarding Flow that creates task assignments, sends a welcome email, and updates onboarding status, streamlining new hire setup.

- Leveraged custom objects, Flow Builder, and dynamic user assignments to simulate real-world HR process automation.

**Salesforce SLA Breach Alert Automation | Salesforce Portfolio Project (2025)**

- Designed and implemented an SLA breach detection and escalation automation in Salesforce CRM using a Scheduled-Triggered Flow.

- Monitors open Service Requests daily and compares custom SLA Deadline values against Current Date/Time to flag breaches.

- Sends dynamic escalation emails to assigned technicians or managers when deadlines are missed, ensuring timely attention to urgent cases.

# EXPERIENCE

**Field Tech Support Analyst — NovaLink Solutions LLC | Atlanta, GA**

Jan 2025 – Present

- Provide Tier I/II support across Windows, ChromeOS, and Apple devices in K-12 environments.

- Troubleshoot and resolve hardware/software issues, network connectivity, AV systems, and user access issues.

- Maintain asset inventory in Incident IQ and Nimbus; install OS patches, configure printers, and manage test-ready lab devices.

- Collaborate with vendors, media specialists, and staff for deployments, upgrades, and project support.

**Salesforce Administrator (Talent Stacker Program) — Remote**

Jul 2024 – Present

- Completed intensive, real-world Salesforce training with hands-on exposure to business analysis, declarative automation, user stories, and sandbox environments.

- Participated in live workshops, simulated client projects, and ongoing mentorship with Salesforce professionals.

- Built and customized objects, flows, dashboards, and permission sets in Trailhead and Trailblazer orgs.

**General Manager / IT Support Lead — Cash America Pawn | Conyers, GA**

Oct 2018 – Jan 2025

- Directed daily operations of a high-volume retail and pawn environment while serving as the go-to IT resource for staff and customers.

- Provided technical support for a wide range of consumer electronics including laptops, smartphones, tablets, desktops, and Apple devices.

- Diagnosed issues, performed resets, OS reinstalls, and ensured full device functionality for resale.

- Delivered post-sale support and repairs to maintain satisfaction and device reliability.

- Handled basic networking tasks including Wi-Fi, router, and POS connectivity troubleshooting.

- Trained staff on tech intake/testing; reduced return rates.

- Utilized CRM and inventory tools for device tracking and sales data.

**Consultant / CRM Specialist — RVs of Sacramento | Sacramento, CA**

2014 – 2018

- Implemented CRM systems to optimize lead management and conversions.

- Managed marketing content, blogs, and tracked sales data for local campaigns.

- Collaborated with stakeholders to develop strategic digital content.

**Content Developer & Admin — RV Force | Sacramento, CA**

2015 – 2018

- Created and maintained digital content for blogs, social media, and marketing.

- Supported IT and administrative operations for internal teams.

**IT Support Specialist (Signal Support Systems) — U.S. Army National Guard**

2009 – 2013

- Deployed and maintained battlefield communications systems in mission-critical environments.

- Trained users on signal equipment and ensured operational readiness.

- Recognized for leadership, discipline, and technical proficiency under pressure.

# TECHNICAL SKILLS

• **Platforms:** Salesforce Lightning, ServiceNow, Incident IQ, Windows, Mac, ChromeOS

• **Tools:** Active Directory, Nimbus, Google Workspace, Microsoft 365, Zoom, Kronos, POS

• **Salesforce Skills:** Flows, Reports/Dashboards, Objects, App Builder, Permissions, Validation Rules

• **Other:** Networking (basic), Device Imaging, AV Troubleshooting, Apple Configurator

# EDUCATION

• Talent Stacker Salesforce Career Program

• CompTIA (In Progress)

# MILITARY SERVICE

• United States Army National Guard – Honorable Service (2009 – 2013)

• Rank: Specialist (E-4) | Role: Signal Support Systems