

Ryan Wiseman

Network and Security-Focused IT Professional

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Location: REDACTED

PROFESSIONAL SUMMARY

Network-focused IT professional with 4 years of experience supporting enterprise IT environments in healthcare. Skilled in hands-on network troubleshooting, endpoint connectivity, and infrastructure support, including VLAN validation, cable testing, and device provisioning. CCNA and Network+ certified, with CCNP in progress and building Juniper Junos fundamentals aligned with the JNCIA track. Strong foundation in routing, switching, and network monitoring tools. Seeking a hands-on network support or engineering role where I can deploy, configure, and maintain switches, routers, and enterprise networks to ensure high performance and reliability.

CERTIFICATIONS

CompTIA A+ Certified	Date Certified: Aug. 09, 2025	Expiration Date: Aug. 09, 2028
CompTIA N+ Certified	Date Certified: Aug. 23, 2025	Expiration Date: Aug. 23, 2028
CompTIA S+ Certified	Date Certified: Sep. 06, 2025	Expiration Date: Sep. 06, 2028
CCNA	Date Certified: Oct. 24, 2025	Expiration Date: Oct. 24, 2028
CCNP ENCOR ENARSI	In progress	Expected Completion Date: TBD
JNCIA-Juniper	In progress	Expected Completion Date: Jan. 2026

SKILLS

Networking & NOC Fundamentals: DNS, DHCP, IP addressing, subnetting, VLANs, routing & switching, LAN/WAN concepts, VPN fundamentals, basic ACL concepts

Network Operations: Incident identification, outage documentation, escalation procedures, SLA awareness, change awareness

Systems & Tools: Active Directory, Windows 10/11, virtual machines, Citrix/Horizon, Wyse Management Suite, Zendesk, Jira, PowerShell (basic), SQL (basic)

Linux: Basic command-line navigation (learning: ls, pwd, cd)

EDUCATION

B.S. in Computer Information Technology | Arkansas State University (*Graduated: 2020*)

EXPERIENCE

Help Desk Technician II | St. Bernard's Medical Center, Jonesboro, AR (Nov 2021 – Present)

- Supported enterprise endpoint and network connectivity across a healthcare environment, resolving incidents related to **DNS**, **DHCP**, **IP addressing**, and **VPN** access.
- Performed initial network troubleshooting using **command-line tools** (**ipconfig**, **ping**, **tracert**, **nslookup**) to isolate connectivity issues.
- Identified and documented **network anomalies** and service disruptions.
- Assisted with **troubleshooting layer 1 – 3 networking**, including cabling, switch ports, and physical connectivity using **cable testers**.
- **Managed and reserved IP address allocations** using **SolarWinds IPAM**, supporting **DNS/DHCP services** and **network availability**.
- Managed **Active Directory** users and groups to support authentication and access requirements.
- Maintained accurate incident records in **Zendesk** and **Jira** while meeting **SLAs** and operational standards.

Pharmacy Informatics Technician | St. Bernard's Medical Center, Jonesboro, AR (Mar 2021 – Nov 2021)

- Maintained **Meditech** databases using **SQL** and **MAGIC** language.
- Supported **network-connected clinical systems**, ensuring operational integrity in a regulated environment.
- Installed/updated **hardware and software** in compliance with organizational regulations.

Infantryman | U.S. Marine Corps, Camp Pendleton, CA (Nov 2007 – Nov 2011)

- Maintained and operated **mission-critical communications equipment** valued at **\$500K+**.
- Trained team members on operational procedures and equipment use, ensuring readiness and accountability.
- Developed leadership and decision-making skills under **high-pressure conditions**.

Projects

- **CCNA Networking Labs – Self-Initiated Project**
 - Designed and configured multiple virtual network topologies using **Cisco Packet Tracer** to reinforce core CCNA concepts.
 - Implemented routing and switching protocols including **OSPF**, **EIGRP**, **VLANs**, and **inter-VLAN routing** to simulate enterprise environments.
 - Practiced network troubleshooting using **show/debug commands**, **access control lists (ACLs)**, **NAT**, and **DHCP** configurations.
 - Built and tested **WAN connectivity** using **static and dynamic routing**, **frame relay**, and **VPN** configurations.
 - Gained practical, hands-on experience in **network design, configuration, and troubleshooting** aligned with Cisco CCNA certification objectives.
- **Personal Portfolio Website – Self-initiated Project (<https://www.ryanitportfolio.com/>) – More projects can be found on my website.**
 - Built and deployed a static website hosted on **AWS S3** with a custom domain managed through **Route 53** and integrated **GitHub** to showcase project and version control.
 - Implemented **HTTPS** security certificates via **Amazon Certificate Manager** and **CloudFront** distribution for secure content delivery.
 - Configured **DNSSEC**, **HTTPS headers**, and security policies to protect against **cross-site scripting (XSS)** and **SQL injection attacks**.