

# RYAN WISEMAN

## NETWORK AND SECURITY-FOCUSED IT PROFESSIONAL

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.

### CONTACT

#### PHONE

REDACTED

#### EMAIL

REDACTED

#### ADDRESS

REDACTED

### INDUSTRY CERTIFICATIONS

#### CERTIFICATIONS

CompTIA A+, N+, S+ | CCNA

CCNP ENCOR | ENARSI (In Progress)

### 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)

### INTERNET RESOURCES

#### PERSONAL PORTFOLIO



### WORK EXPERIENCE

#### Service Desk Technician II - St. Bernard's Medical Center

Nov 2021 – Present | Jonesboro, AR

- 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 - St. Bernard's Medical Center

Mar 2021 – Nov 2021 | Jonesboro, AR

- 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 - United States Marine Corps

Nov 2007 – Nov 2011 | Camp Pendleton, CA

- 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**.

### EDUCATION

#### B.S. IN COMPUTER INFORMATION TECHNOLOGY

Arkansas State University

Jonesboro, AR. Fall 2016 - Spring 2020