# Ryan Wiseman

**IT & Networking Professional**

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**LinkedIn**: linkedin.com/in/rcwiseman    **Location**: REDACTED

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## PROFESSIONAL SUMMARY

IT professional with 4 years of hands-on experience in service desk support, system administration, and virtual environments. I am skilled in Active Directory management, troubleshooting, hardware/software deployment, IP configuration/networking functionality, and policy implementation. Military background and technical training provide strong leadership, discipline, and problem-solving skills. Actively pursuing networking opportunities to apply technical expertise and advance in network administration and infrastructure

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## EXPERIENCE

**Help Desk Technician II** | St. Bernard's Medical Center, Jonesboro, AR (*Nov 2021 – Nov 2022*)

- Managed Active Directory: user/group creation, OU tagging to **provide structural organization.**
- Deployed and maintained computers, printers, tablets, and virtual machines to **support** our environment.
- Troubleshot Layer 1 network issues and assisted with Layer 2 issues by providing **accurate information** to the networking team.
- Resolved hardware/software problems via Zendesk/Jira; received multiple "bravos" for **exemplary service.**
- **Trained** new employees and **led** group IT projects.
- Handled 1,434 tickets (**1326 closed**) since May; **Achieved 92%** closure rate and **5/5 average satisfaction** rating.

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

- **Maintained** Meditech database using SQL and MAGIC language.
- Monitored inventory and deployed networked **security measures** (IP cameras).
- Installed/updated hardware and software; **ensured compliance** with pharmaceutical regulations

**Dish Technician** | Dish Network, Jonesboro, AR (*Oct 2019 – Nov 2020*)

- Installed and aligned satellite systems; ran network and coaxial cabling.
- **Educated** customers on system use and provided post-installation support.
- Maintained van inventory and **workflow efficiency**.

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

- Afghanistan *(2010–2011):* **Training NCO/Company Driver**; **managed** training for 250+ Marines, **ensured** certifications, **coordinated** leadership and weapons training.

- Iraq *(2009):* **Radio Operator**; **maintained $500K+** communication equipment, **trained** platoon on operations, **ensured secure communications**.

# SKILLS

**Technical:** Active Directory, Windows 10/11, Citrix/Horizon, Wyse Management Suite, SQL, MAGIC, Zendesk/Jira, Networking (Layer 1), Printers, VMs, Wireshark, Packet Tracer
**Soft:** Customer service, Troubleshooting, Team leadership

# EDUCATION

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

# CERTIFICATIONS

- CompTIA A+ Certified
- CompTIA N+ Certified

# Projects

- **Personal Portfolio Website** – *Self-initiated Project*

  - Built and deployed a **static website hosted on AWS S3** with a custom domain managed through Route 53.
  - 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.
  - Integrated **GitHub** to showcase projects and track updates for ongoing personal and professional development.
  - Gained hands-on experience with **AWS cloud services, web hosting, networking, and cybersecurity best practices**, demonstrating ability to design, secure, and maintain production-level environments.
- **Network Traffic Analysis with Wireshark** – *Self-Initiated Project*
  - Captured and analyzed network traffic to identify protocols, packet flows, and potential security vulnerabilities.
  - Investigated **TCP/IP, UDP, HTTP/HTTPS, DNS, DHCP, and VLAN traffic**, gaining a deep understanding of packet structures and network behavior.
  - Simulated and detected **common network attacks** such as ARP spoofing, man-in-the-middle, and DNS poisoning in a controlled lab environment.
  - Applied **filters, protocol analysis, and packet inspection** to troubleshoot connectivity issues and optimize network performance.
  - Documented findings and insights, demonstrating ability to correlate technical data with real-world network problems.