

Ryan Wiseman

Network and Security-Focused IT Professional

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PROFESSIONAL SUMMARY

Network and security-focused IT professional with 4 years of experience supporting enterprise environments in a healthcare setting. Strong foundation in networking, authentication, and secure access, with hands-on experience in initial incident investigation, network troubleshooting, and technical escalation. CCNA and Security+ certified, currently pursuing CySA+ to strengthen SOC-relevant skills including security monitoring, log analysis concepts, and incident response workflows. Seeking SOC Analyst roles where strong networking fundamentals and disciplined analysis support effective threat detection and response.

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
CompTIA CySA+	In progress	Expected Completion Date: Jan 2026

SKILLS

Security & SOC Fundamentals: Incident triage concepts, alert investigation workflow, authentication & access control, VPN fundamentals, security event documentation, escalation procedures

Networking: DNS, DHCP, IP addressing, VLANs, routing & switching fundamentals, LAN/WAN concepts, packet flow analysis

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

Packet & Log Exposure: Wireshark (academic/lab), Windows event familiarity (coursework)

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, resolving incidents related to **DNS, DHCP, IP addressing**, and **VPN access**.
- Performed initial network troubleshooting using **command-line tools (ipconfig, ping, tracert, nslookup)** and documented findings for escalation to **network and security teams**.
- Identified **abnormal connectivity behavior** and **access issues**, escalating with clear technical notes to enable efficient **root cause analysis**.
- Used **SolarWinds IPAM** to monitor **IP utilization** and identify **address conflicts and anomalies** impacting **network reliability**.
- Administered **Active Directory** users, groups, and permissions to enforce **authentication** and **access control** policies.
- Supported **secure remote access** solutions (**VPN, RDP**) in accordance with organizational **security standards**.
- Maintained accurate incident records in **Zendesk** and **Jira** while meeting **SLA** and user satisfaction targets.

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

- Maintained **Meditech** database using **SQL** and **MAGIC** language.
- Supported **network-connected systems**, ensuring operational integrity in a **regulated healthcare environment**.

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

- Managed **training programs** for **250+ Marines**, ensuring compliance and operational readiness.
 - Maintained and operated **mission-critical communications equipment** valued at **\$500K+**.
 - Developed leadership, accountability, and decision-making skills under **high-pressure conditions**.
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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.
 - Analyzed simulated traffic patterns and access controls to identify **misconfigurations** and **policy violations**.
 - Built and tested **WAN connectivity** using **VPN** and dynamic routing to evaluate secure inter-network communication.
 - Gained hands-on experience with **network segmentation, traffic control, and misconfiguration detection** aligned with CCNA 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** risks.