

RYAN WISEMAN

NETWORK AND SECURITY-FOCUSED IT PROFESSIONAL



CONTACT

PHONE

REDACTED

EMAIL

REDACTED

ADDRESS

REDACTED

INDUSTRY CERTIFICATIONS

CERTIFICATIONS

CompTIA A+, N+, S+ | CCNA

CompTIA CySA+ (In Progress)

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)

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, 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 - St. Bernard's Medical Center

Mar 2021 – Nov 2021 | Jonesboro, AR

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

Infantryman - United States Marine Corps

Nov 2007 – Nov 2011 | Camp Pendleton, CA

- 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.

EDUCATION

B.S. IN COMPUTER INFORMATION TECHNOLOGY

Arkansas State University

Jonesboro, AR. Fall 2016 - Spring 2020