



# RYAN WISEMAN

## NETWORK AND SECURITY-FOCUSED IT PROFESSIONAL

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.

### 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