



RYAN WISEMAN

SERVICE DESK TECHNICIAN II | IT & NETWORKING PROFESSIONAL

IT professional with 4 years of hands-on experience in service desk support, system administration, and virtual environments. 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.

CONTACT

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INDUSTRY CERTIFICATIONS

CERTIFICATIONS

CompTIA A+, N+, S+
CCNA (In Progress)

SKILLS

- Strong fundamental knowledge of OSI model and networking
- Hardware & Virtual Machine Deployment
- Network Troubleshooting & IP Configuration
- IT Policy & Documentation
- Team Leadership & Technical Training
- Tools: Wireshark and Pkt Tracer

INTERNET RESOURCES

PERSONAL PORTFOLIO



WORK EXPERIENCE

SERVICE DESK TECHNICIAN II - St. Bernard's Medical Center Nov 2021 – Present | Jonesboro, AR

Managed Active Directory: user/group creation, OU tagging to provide structural organization

Deployed and maintained computers, printers, tablets, and virtual machines.

Troubleshoot 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 - St. Bernard's Medical Center Mar 2020 – Nov 2021 | Jonesboro, AR

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.

EARLIER TECHNICAL & LEADERSHIP ROLES (CONDENSED)

Dish Network – Technician (2019): Installed and configured satellite systems, ran network cables, and educated customers.

Military – United States Marine Corps, Infantryman (2007–2011): Leadership, team coordination, technical Communication systems management.

EDUCATION

B.S. IN COMPUTER INFORMATION TECHNOLOGY

Arkansas State University

Jonesboro, AR. Fall 2016 - Spring 2020