

Ryan Wiseman

IT & Networking Professional

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Location: Jonesboro, Arkansas

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

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 2020 – 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 (May 2019 – Dec 2019)

- 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