

## RYAN PAPOVE

A+ N+ MCSE B.Comm  
Experienced Computer Security,  
Networking, and Business Professional

E. [ryanpapove@gmail.com](mailto:ryanpapove@gmail.com)

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C. 403.878.2825

August 26, 2021

### **Z Networks**

Las Vegas, NV

### **IT Technician**

Dear Sir or Madam,

Please see the attached resume for the position of IT Technician. I have a two-year Diploma in Systems Administration along with a four-year Degree in Business Management and over 16-years' experience in Healthcare, Education, Government, and Oil/Gas.

I have proven experience working with Windows Desktop and Server, Macs, hardware and network troubleshooting, Active Directory, Group Policy, DNS/DHCP/TCP/IP. I am MCSE certified and have taken courses on current MCSE, Cisco CCNA/CCNP/CCIE, VMware, Hyper-V among others.

I am excited about this role as it's an excellent match for my knowledge, skills, and abilities, and is in line with my career evolution, and I am willing to travel as required. I am hoping to relocate to Las Vegas, NV, ASAP.

**I am legally entitled to work in the US upon offer of employment, and no sponsorship is necessary.**

403-878-2825 or [ryanpapove@gmail.com](mailto:ryanpapove@gmail.com)

Sincerely,

Ryan Papove A+ N+ MCSE B.Comm

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### SUMMARY OF SKILLS

**Security:** Windows/Linux/Network hardening, monitoring, risk management, incident remediation

**Operations:** TCP/IP, DNS, DHCP, Encryption, SPF, DKIM, TLS, Vulnerability scanning, patching

**IT Planning:** Disaster recovery, Infrastructure, Architecture, Solutions Delivery, IAM, Cyber Security

**Support:** Troubleshooting printers, laptops, PC's, Windows 10, mobile devices, inventory, budgeting

**Personal:** Self-starter, advanced business knowledge, analytical, organizational, problem-solving skills

**Team:** Cross-functional teams, effective communication skills, project and time management, training

**Management:** Leadership, Supervise & Mentor Others, Establish and meet targets and goals, safety

### RELEVANT EXPERIENCE

**IT Security Advisor** **QinetiQ Target Systems** **July 2021 – Current**

Scope: Responsibilities include supporting end-users, improving network security, monitoring security events, preventing malware/ransomware attacks, managing spam filtering, identifying threats etc.

- Provide high-quality customer service and technical support for a variety of end users
- Improve network security, implement new security policies, respond to and prevent threats, manage risk

Key Results: Keep systems up to a modern, secure, reliable, and high-performing standard

**Cyber Security Analyst** **Alberta Health Services** **May 2020 – August 2020**

Scope: Responsibilities include supporting end-users with their desktops, laptops, printers, and more.

- Provide high-quality customer service and technical support for a variety of end users
- Manage system inventory, optimize workstation configuration and layout

Key Results: Ensured users have reliable, and secure workstations to perform the tasks necessary.

**Senior Cyber Security Analyst** **City of Medicine Hat** **Feb 2019 – May 2020**

Scope: Responsibilities include Active Directory, DNS/DHCP, Group Policy, Security, Monitoring, AV, Checkpoint Firewall, File Server, VMware Virtualization, Remote Access, Licensing, MDM, & networking.

- Maintain IT Systems in a secure, highly available manner for a complex and diverse 24/7 operation supporting over 1200 users, across multiple sites. Monitor and audit systems for security
- Provide mentoring, leadership & 3<sup>rd</sup> level support for help desk staff, consult on complex systems

Key Results: Audited systems and found multiple security vulnerabilities in design and implementation. Developed a plan to remediate vulnerabilities and mitigate risk as much as reasonably possible. Found ways to significantly reduce costs, while improving security, reliability, and usability.

**Systems Analyst** **University of Lethbridge** **May 2018 – Feb 2019**

Scope: Accountable for managing the Universities server infrastructure including SCCM, SCOM, Windows Server, Hyper-V, Active Directory, Patching, and server monitoring.

- Worked with team members to ensure servers are up-to-date with patches, running smoothly, reliably, and securely. Managed applications including Microsoft MIM, DPM, Hyper-V, O365, F5 networks load balancing, storage
- Provided leadership and mentoring to junior staff and summer students

Key Results: Maintained OS level patches to reduce security risk, assisted with implementation of F5 load balancer to increase service availability and security through new TLS protocols.

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### IT Supervisor

### Methanex Corp

Oct 2013 – March 2016 (30-month term)

Scope: Accountable for all aspects of IT for complex gas plant with 24/7 operations. Responsibilities include, networking, security, computers, software, applications, email, file server, virtualization, telecommunications, for ~150 employees. Member of multiple global tech teams, supervised and mentored junior staff. Secured Plant Control System network, assisted with upgrade to DeltaV.

- Supported corporate IT security programs, monitored network for security events
- Procured, configured, optimized, patched, and monitored Cisco network hardware (switching, routing, wireless)
- Managed budget, significantly reduced costs through effective license and service management
- Built effective working relationships with leaders, peers, staff and clients utilizing strong communication, and interpersonal skills

Key Results: Proven ability to lead team in delivering reliable, and secure IT services, self-manage multiple competing priorities and demands in a complex, fast-paced environment. Ensure IT services are available for a 24/7 operation, secure all while meeting demands from multiple groups. Found ways to significantly reduce costs, while improving service reliability and performance.

### Systems Administrator

### LutherCare Communities

May 2005 – July 2013

Scope: Maintained all aspects of a corporate network including LANs, WANs, and dozens of stand-alone workstations, printers, VoIP telephone system, multiple Windows servers, email, configuration, network Security for over 100 users.

- Sourcing & purchasing of software and hardware; updated inventory list
- Managed and configured VoIP system, network hardware, software and workstations
- Provide personalized IT training services, and guidance on IT related issues to Senior Management, managed Accounting and Payroll Applications
- Developed IT related Documentation, Standards, Policies & Procedures, Disaster Recovery Plans

Key Results: Improved network reliability and security, while enhancing available services and increasing security, helping to improve worker productivity. Personalized staff training to reduce frustration and further increase worker productivity.

## EDUCATION

### B. Comm Business Management – Four-year Bachelors Degree

University of Saskatchewan, Saskatoon, SK

### Systems Administration – Two-year Associates Diploma

Heinze Institute, Saskatoon, SK

## PROFESSIONAL REFERENCES

Available upon request