

RYAN PAPOVE

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

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August 26, 2021

Z Networks

Seattle, WA

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 managing working with Windows, Linux, MacOS, Ubiquiti network equipment, and system hardening. I possess excellent communication skills, both written and verbal, and work with a strong customer service focus. I follow industry news and trends, and adopt industry best practices and standards relative to security.

I am excited about this role as its 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 Seattle, WA, 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

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 & 3rd 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