R Y A N   H E N D R I C K S

Cyber Security Professional • Technical Educator • Enablement Specialist

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Tenacious Quest for Success and Learning. I am a Certified EC-Council Instructor (CEI), and CompTIA Certified Technical Trainer with more than 11 years of experience in education focusing on cyber security, information technology, and networking. Firmly believe that education and enablement overcome most challenges.

Results-Driven Leadership. Experienced Project Manager with IT experience. Skills include analytical thinking and creative problem solving. Able to apply best practices to improve business operations and performance.

Challenger of Conventional Wisdom. Always ask the WHY. Improve user experience through smart, strategic thinking that anticipates outcomes. Present use cases that influence, and lead change driving efficiency and profitability.

EDUCATION

| Bachelor of Science, 2014
| Major: Information Technology–Security
  Western Governors University

| Associate of Arts, 2009
| Major: Arabic
  Defense Language Institute Foreign Language Center (DFIFLC)

CERTIFICATIONS

VMware
  VCTA Security - Sep 2020

(ISC)²
  CISSP - 490481 - Oct 2014

EC-Council
  CEI - Jan 2016
  CEHv8 - Jun 2015

CompTIA
  Linux+ - Mar 2015
  CTT+, Classroom - Sep 2013
  CASP+ - Mar 2013
  Project+ - Dec 2012
  Security+ - Aug 2011
  Network+ - Jun 2011

Microsoft
  MCSA, Windows 7 - Apr 2014

CIW
  Database Design Specialist - Apr 2013
  JavaScript Specialist - Oct 2012
  Web Design Specialist - Jul 2012
  Web Foundations Associate - May 2012

WORK EXPERIENCE

VMware
Staff Architect and Manager, Technical Content Solutions / Nov 2020 – Present
- Lead the team responsible for defining, evaluating, scoping, building, and updating technical education content covering VMware Carbon Black products, VMware security portfolio, and VMware vRealize suite.
- Design both classroom and eLearning content and collaborate with business stakeholders.
- Selected as a Subject Matter Expert for the initial security certifications within VMware.

Carbon Black - Acquired by VMware in 2019
Training Manager / Dec 2016 – November 2020
- Led a global team of 7 trainers providing training to over 4,000 learners annually.
- Drove business operations and delivery to maintain over 50% margins on training revenue.
- Maintained an individual trainer CSAT score of 96% and a team CSAT score of 95%.
- Delivered private virtual and private onsite training to several high visibility customers and adapted training delivery for partner specific use cases, requests, and needs.
- Main administrator for the Learning Management System, responsible for troubleshooting user technical issues, updating curriculum, and documenting all processes for consistency.
- Collaborated with Engineering, Marketing, Systems Engineering, and Professional Services to educate the enablement team on upcoming product features, functionality, and use cases.
- Selected by management to provide several technical presentations to large audiences at company user conferences, employee kickoffs, and regional security meetups.
- Reduced professional development costs by organizing and delivering employee technical enablement sessions on the Certified Ethical Hacker certification content.

Associate Advisor, Partner Consulting and Sustainment (Apr 2016 – Nov 2016)
- Worked with peers to adapt white-paper topics for the EDR certification into customer, employee, and partner enablement content using PowerPoint, Snagit, and Camtasia.
- Spearheaded the initial creation of all Cloud Endpoint Standard technical training content.
- Volunteered for on-site national and international training engagements.

Self-Employment
Technical Editor (Nov 2019 – Aug 2021)
- Independent contractor providing all technical edits for the CompTIA CASP+ Practice Tests CAS-003 & CAS-004 books by Sybex. Technical editor for previous and current version of the book. Includes over 1,000 questions covering all exam domains.

R Y A N   H E N D R I C K S

S K I L L S

| Technical Expertise

EDR	App Control
NGAV	UTM
Windows 7/8/10	Server 08/12/16
Linux (Debian/RedHat)	Kali Linux
Virtualization	Cloudshare
Metasploit	NMAP/HPING
Wireshark	SET
ZAP	SQL
JavaScript	TCP/IP
OSPF/EIGRP/BGP	DNS
DHCP	Powershell
Python	HTML/CSS

| Content Creation

Camtasia	Snagit
Captivate	uPerform
Word	PowerPoint

| Enablement Delivery

Zoom	WebEx
GoToMeeting	GoToWebinar
Moodle	VidYard

| Collaboration

Slack	Teams
Flowdock	Asana

R E F E R E N C E S

References available upon request

W O R K   E X P E R I E N C E

EPS, Corporation
Senior Technical Trainer (Oct 2013 – Apr 2016)
- Delivered CompTIA Network+, Security+, Linux+, CASP, CEH, CCENT, CCNA Routing and Switching, CCNA Security, CISSP and Army Cyber Security training courses.
- Maintained three separate professional training certifications: Certified EC-Council Instructor (CEI), Cisco Certified Academy Instructor (CCAI), and CompTIA Certified Technical Trainer (CTT+).
- Led the development team for the CCENT, CCNA Routing and Switching, and CCNA Security courses. Created physical hands-on and virtual labs, slides, and training assessment materials.
- Author of a hands-on lab guide for the Certified Ethical Hacker course including 100+ lab tasks.
- Responsibilities included maintaining hardware, software, network, and security functionality, managing the ESXi server, and administering the Learning Management System, Moodle.
- Instructed 37 courses totaling 500+ personnel maintaining a 77% certification pass rate.

Training Manager (Aug 2012 – Sep 2013)
- Responsible for a three person training team, provided logistical and administrative support.
- Oversaw the successful delivery of 87 different training events encompassing over 4,000 hours of instruction to more than 1,000 attendees.

LNO, Inc.
Instructor (May 2011 – Aug 2012)
- Trained CompTIA Network+, Security+, Windows7, CCENT, and CCNA courses.
- Instructed 15 classes totaling 236 personnel maintaining a 54% certification pass rate.

InovaTech
Instructor (Jan 2010 – May 2011)
- Trained CCENT, CCNA, and various Army network specific courses.
- Revised the CCNA course and created the CCENT course, improving the quality of instruction and allowing students to have hands-on and virtual labs.

United States Navy
Linguist (Jan 2004 – Jan 2010)
- Training Non-Commissioned Officer in Charge (NCOIC) responsible for initial training of Subject Matter Expert Linguists to establish proficiency in both language skills and job functionality.
- Deployed 127 days on board two United States naval vessels, performing cryptologic support operations at sea in support of Fleet and National Intelligence requirements.

E V E N T   T A L K S   /   W E B I N A R S   /   P R E S E N T A T I O N S

Wild West Hackin Fest	Wild West Hackin Cast	VMworld
Conference 2021	Webinar 2020	2020
CB Connect	**Holiday Threats**	**Intersection of SLED & Tech**
2016-2021	Webinar 2020	Webinar 2020
CERT Star	**Fileless Attacks**	**BlackHat**
Rome 2019	Webinar 2019	Las Vegas 2019