

# Ben Duron

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## **Education**

### **Bachelor of Business Administration in Cybersecurity**

University of Texas at San Antonio - December 2025

## **Experience**

### **Insight Global (Contracted to Memorial Hermann) September 2025-Current** **Telecom Technician**

- Deploy and configure Cisco VoIP phones across multiple hospital campuses as part of the system-wide PBX-to-Cisco refresh.
- Ensure phone connectivity by activating ports, verifying VLAN assignments, and testing call functionality end-to-end.
- Troubleshoot registration failures, inactive jacks, and network issues, coordinating with network teams when needed.
- Provide on-site support to hospital staff and document completed work and issues through ServiceNow.

### **Insight Global (Contracted to Fort Bend ISD) July 2025-September 2025** **IT Support Contractor**

- Perform iPad updates and configuration across Fort Bend ISD, ensuring devices are running the latest iPadOS and have current MDM profiles and certificates.
- Troubleshoot and resolve issues related to software updates, expired certificates, and device configuration.
- Log and track device inventory and update status using Microsoft Excel for accurate district-wide asset management.
- Support a fast-paced team environment preparing devices for deployment to students and staff.

### **Insight Global (Contracted to Memorial Hermann) June 2025-July 2025** **IT Support Specialist (Okta Rollout Project)**

- Supported over 200+ hospital employees during Memorial Hermann's single sign-on (SSO) implementation using Okta Verify, assisting with MFA setup, password resets, and account lockouts.
- Created and managed support tickets using ServiceNow, ensuring detailed documentation of issues, resolutions, and follow-up steps.
- Utilized tools including Cisco Jabber (VoIP support), Bomgar (remote assistance), Active Directory (ADAM), and VMware Horizon to support user identity and system access issues.
- Followed internal knowledge base documentation (ServiceNow KB and OneNote) and used Zoom for team collaboration and live troubleshooting escalations.
- Maintained a high level of customer service in a fast-paced environment, helping healthcare staff regain access quickly and minimize downtime.

## **Breakpoint Services**

**December 2022-June 2025**

### **Mailroom Assistant Manager**

- Managed mail and package intake using a custom tracking database
- Maintained accurate records and coordinated daily workflow

## **UBM Networks**

**October 2022-November 2022**

### **Cable Technician**

- Installed Ethernet cables, server racks, and terminated cables using RJ-45 and punch-down tools.
- Troubleshoot and resolved cabling issues to ensure network performance.
- Followed safety procedures while working in ceiling spaces and tight areas.

## **Security Labs and Projects**

- Memory Forensics Analysis using Volatility to identify malicious processes, exposed credentials, and attacker activity
- Network Traffic Analysis using Wireshark and NetworkMiner to identify suspicious behavior and build an investigation narrative
- Network Breach Investigation identifying malware, persistence mechanisms, and active connections on a compromised system
- Attack and Event Log Analysis correlating network traffic with Windows Event Viewer logs to reconstruct an attack timeline

## **Technical Projects**

- Home IT Lab (Ongoing)
  - Installed and configured Windows Server 2016 on Oracle VirtualBox.
  - Managed Active Directory, including domain creation, user account setup, and permissions.
  - Joined Windows 10 VM to domain, configured static IPs, and managed network settings.
  - Used RSAT tools for remote domain management and practiced command-line troubleshooting.

## **Skills and Relevant Coursework**

- Computer diagnostics and repair
- Experience with Oracle VirtualBox and VMware
- Proficient in Microsoft Office 365
- Coursework: Intrusion, Detection, and Incident Response, Network Security, Information Assurance, Network Technologies, Java Programming, and Telecom for Business