

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.
- Troubledeshot 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