Ryan Cruz

SENIOR CYBERSECURITY ENGINEER · IDENTITY & ACCESS MANAGEMENT

Dallas, Texas

📱 (770)-331-7558 | ✉ mail@ryancruz.com | 🏠 ryancruz.com | in cruzryan

Professional Summary

Cybersecurity Engineer specializing in Identity & Access Management solutions. Experienced in designing, implementing, and migrating identity systems for enterprise and customer-facing applications. Skilled in IAM technologies, cloud infrastructure, and solving complex security challenges.

Experience

Southwest Airlines
SENIOR CYBERSECURITY ENGINEER

Dallas, Texas
August 2018 - Present

- Building a modern Identity solution for 100M+ Southwest.com customers.
- Migrated a legacy login solution for the Enterprise to a new Identity Provider enabling 70,000+ employees with SSO and MFA across hundreds of onboarded applications.
- Previously worked on the Cybersecurity Operations team, fulfilling requests and solving incidents related to all of Southwest's Cybersecurity technologies.

Apple
MAC+ TECHNICAL ADVISOR

Athens, Georgia
September 2016 - May 2018

- Provided technical support for all iOS, watchOS, and macOS devices and related hardware, software and accessories.
- Solved identity and access incidents related to user Apple ID, iCloud, and iTunes accounts.

Equifax
IT ASSET MANAGEMENT - INTERN

Alpharetta, Georgia
August 2017 - May 2018

- Developed a program to teach an existing software library qualitative information about unrecognized software installed on company assets managed by the IT Asset Management team.
- Acted as project manager for this engineering capstone project at the University of Georgia.

INP North America
IT INTERN

Alpharetta, Georgia
August 2013 - August 2014

- Served as an apprentice to the IT department and provided local and remote tier-1 tech support for office IT infrastructure and employee assets.
- Automated common employee Microsoft Office tasks in VisualBasic, specifically Excel and PowerPoint.

Skills

Identity & Access Management	Ping Identity, Active Directory, CyberArk, SAML, OAuth/OIDC, SCIM, MFA
Security	IAM Governance, Privileged Access Management, Zero Trust Architecture, Identity Lifecycle
Programming	Java, Javascript, Go, Python, Bash, SQL
DevOps	AWS, Kubernetes, Terraform, Git
Other	Customer Support, Project Management, Problem Solving, Technical Writing

Education

University of Georgia
B.S. IN COMPUTER SYSTEMS ENGINEERING

Athens, Georgia
August 2014 - May 2018

- Zell Miller Scholarship
- Presidential Scholar
- Certificate: Emerging Engineering Leaders Development Program