RYAN IGUCHI

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PROFESSIONAL SUMMARY

Versatile IT professional with 10+ years of experience spanning IT support, software development, and technology management. Combines deep technical expertise in systems administration, cybersecurity, and infrastructure management with strong problem-solving abilities. Proven track record of leading IT operations, implementing security protocols, and providing exceptional technical support while managing cross-functional teams. Uniquely qualified with hands-on experience in full-stack development and product management, enabling comprehensive understanding of enterprise systems and user needs. Demonstrated success in building scalable solutions, managing IT infrastructure, and ensuring system security. Known for excellent communication skills, ability to translate complex technical concepts to non-technical users, and commitment to delivering high-quality support services. Holds multiple certifications in cybersecurity and project management, with recent specialization in Information Security and CyberOps.

SKILLS

- Technical Support & Help Desk: Remote desktop assistance, ticket management, incident resolution, hardware diagnostics, user training, problem resolution, customer service, application troubleshooting, software installation, patch management

- Security & Access Control: SAST, vulnerability assessment, security monitoring, SSO implementation, user access control, PII handling, backup management, disaster recovery, audit support, firewall configuration, VPN setup

- Communication & Collaboration: Microsoft Teams, Slack, Confluence, Microsoft 365, Google Workspace, SharePoint, Exchange Server, email administration

- Software & Applications: Application deployment, software licensing, patch management, version control, software distribution, application packaging

- Cloud Services: AWS, Azure, cloud infrastructure, IaaS, PaaS, SaaS, cloud security, migration strategies

- Professional Skills: Critical thinking, problem-solving, communication, time management, priority setting, team collaboration, stakeholder management

- Operating Systems & Infrastructure: Windows, Linux, macOS, Active Directory, DNS, DHCP configuration, Apache, nginx, Docker, AWS, Azure, cloud infrastructure management

- Network & Protocols: TCP/IP, DNS, DHCP, network troubleshooting, routing, switching, network security, VLANs, load balancing, QoS

- Hardware & Asset Management: System maintenance, hardware troubleshooting, inventory control, system tracking, procurement, lifecycle management, vendor management

- Service Management: ITIL practices, service desk operations, SLA management, incident management, change management, problem management

- Documentation & Process: Technical writing, knowledge base management, process documentation, standard operating procedures, workflow optimization

WORK HISTORY

Product Manager
HomeBuilder.app - Torrance, CA   02/2023 - 02/2024
- Led full-stack enterprise development using Svelte, Strapi, and Node.js, achieving perfect Google PageSpeed scores in performance, accessibility, best practices, and SEO
- Orchestrated successful DevOps migration to AWS tools, implementing automated deployment pipelines
- Managed technical projects using Scrum framework, ensuring efficient delivery and high code quality

- Architected scalable frontend solutions using Module Federation for optimal performance

Head of IT
Maria's Place - Torrance, CA   01/2021 - 12/2023
- Led secure software development lifecycle (SDLC) implementation across multiple projects
- Architected multi-channel technology stack integrating eCommerce, CRM, and WMS systems through RESTful APIs
- Developed MVP iOS application with secure audio chat rooms, focusing on ADA accessibility standards
- Spearheaded DevOps modernization including Private GitHub migration and SSO implementation

Project Manager and UX Director
WP Superheroes - Torrance, CA   05/2017 - 06/2023
- Successfully managed multiple projects simultaneously by prioritizing tasks according to urgency, resource availability, and alignment with organizational goals.
- Planned, designed, and scheduled phases for large projects.
- Led development teams using Agile/Scrum methodology, managing communication between programmers, designers, and stakeholders
- Directed UX improvements resulting in enhanced user engagement and client satisfaction

Web Software Developer
Maria's Place - Boulder, CO   07/2014 - 12/2020
- Built and scaled membership platform serving 10,000+ users with features including porous paywalls and eCommerce subscriptions
- Implemented PII data management systems ensuring compliance with security standards
- Created and trained teams in custom web development practices
- Developed responsive frontend solutions with focus on user experience and performance optimization

EDUCATION

Cybersecurity Professional : Information Security & CyberOps
California State University Long Beach - Long Beach, CA   2024

Bachelor of Science: Computer Science
University of Colorado Boulder - Boulder, CO   2001

CERTIFICATIONS

- Professional Scrum Master (PSM), Scrum.org
- Professional Scrum Product Owner (PSPO), Scrum.org
- Cybersecurity Professional, Cal State Long Beach
- CISSP (Candidate), ISC2
- Certified in Cybersecurity, ISC2
- Cybersecurity, Identity & Compliance, Microsoft