

RYAN GODDARD

IT SPECIALIST

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SKILLS

- AWS Services
- Windows, Mac, Linux OS's
- Powershell scripting
- Python
- Active Directory
- O365 Apps & Features
- ServiceNow & Remedy
- Oracle VM / Hyper-V

SUMMARY

Experienced IT Support Specialist with an active DoD Secret Clearance. My journey in the tech realm has evolved as my interests gravitated towards the dynamic fields of cloud and cybersecurity. I bring a passion for innovation, a high level of motivation, and a collaborative spirit to every challenge. With a strong foundation in providing top-tier support and desire to grow, I'm now seeking a role that leverages my expertise to bolster cloud and cyber technologies within the DoD space.

WORK EXPERIENCE

SAIC supporting USACE

ESD Specialist
ESD Analyst

May 2021 - Present
Oct 2019 - May 2021

- Acted as a UEM Administrator, responsible for account creation, app group management, and permissions oversight
- Wrote PowerShell scripts for routine fixes, leveraged PS Exec to enhance efficiency in addressing web and remote support tickets
- Guided and mentored incoming onboarding analysts by offering expert assistance for technical queries
- Managed over 40,000 Active Directory accounts for USACE civilian and contracted employees
- Configured and troubleshooted VoIP systems through Cisco Unified Communications Manager
- Operated in accordance with DISA STIG and Army Regulation security policies

Stefanini supporting Nike WHQ

Deskside Technician II
Deployment Technician

Mar 2019 - Oct 2019
Jul 2018 - Mar 2019

- Handled installation, diagnostics, and repair of Nike computer systems
- Organized on-campus meetings for between 10 and 20 users to facilitate computer deployment, install essential software, and ensure successful file backups before transferring to new systems
- Coordinated and oversaw the Nike's yearly WHQ intern event, imaging and deploying Windows and MacOS systems for incoming interns
- Escalated incidents with Nike Technology Engineering and developed fixes with the corresponding cyber, cloud, and software teams

Lionbridge Global Solutions

Senior Rater

Oct 2013 - Present

- Evaluated and assessed utility of user-queried web pages within Google's Search Index guidelines
- Identified HTTP errors, flag-affected sites of Denial-of-Service attacks, warn of malicious websites
- Reviewed applications and provided recommendations for improving accuracy of voice queries

EDUCATION

B.S. Cloud Computing

Western Governors University - Jul 2023

A.S. Biology

South Central College North Mankato - Jul 2015

CERTIFICATIONS

AWS

Sysops Administrator, Solutions Architect, Cloud Practitioner

CompTIA

Cloud+, Project+, Security+, Network+, A+

Misc.

ITIL v4, LPI Linux Essentials, CIW Site Development Associate