

RYAN GODDARD

IT SPECIALIST

507-382-1037

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ryangoddard.cloud

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 shifted towards the dynamic field of cloud technology. 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 a desire to grow, I'm now seeking a role that allows me to leverage my expertise to advance cloud 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