**Ryan Williams |** [**ryanw8424@gmail.com**](mailto:ryanw8424@gmail.com) **| 301-785-6217**

**Active TOP SECRET SCI Clearance with CI Poly**

**EDUCATION**

Bowie State University- Master of Science, Management Information Systems December 2018

Ohio Dominican University - Bachelor of Science, Business Administration May 2012

**CERTIFICATIONS**

CompTIA Security+ CE (Current until Nov 2023)

CompTIA CySA+ (Current until Nov 2023)

CompTIA CSAP+ CE (Current until Nov 2023)

**PROFESSIONAL EXPERIENCE**

**Argus Secure Technology Supporting DIA- Landover MD**

**September 2021- Current**

**Insider Threat Division – Senior System Engineer**.

* Provide support for DIA’s Insider Threat Division in accordance with executive order 14208.
* Inventoried and decommissioned system hardware/ software.
* Experience in MSSQL, Adobe ColdFusion, vSphere, and other enterprise related tools.
* Created System Interface Description (SV-1), High Level Operational Concept Graphic (OV-1), and Boundary Diagrams utilizing MS Vizio Studio.
* Worked in Agile scrum environment w/Jira and Confluence.
* System monitoring and mitigation of log4j vulnerabilities
* Participated in system accreditation process while utilizing XACTA 360.
* Responsible for troubleshooting systems and applications to identify and correct malfunctions, vulnerabilities, and other operational difficulties
* Provided development plans including dataflows, data migrations, system upgrades, software upgrades, contingency planning, testing, and deployment for the expansion of an evolving government infrastructure.

**Insight Global Supporting DARPA – Arlington, VA**

**March 2020– September 2021**

**Information Technology Directorate - System Administrator**

* Provide extensive support for 1,000+ DARPA military, civilian, and contractor personnel end-users.
* Classified technical and customer service experience providing, responsive, professional, communication, and overall knowledge to a large customer community.
* Accurately help identify, prioritize, and oversee that service requests are logged within their established standards while multi-tasking other duties.
* Performed imaging, software security, and updates on hardware to ensure government compliance.
* Supported classified users as an administrator through Citrix, PowerShell, ARS, SCCM, Active Directory, SharePoint, Microsoft Exchange/Outlook, Linux, and other Windows environments.
* Network experience with fiber, copper, media converters VMPS 802.1x, switches, routers, etc.
* Primary baseline support for all classified thick clients, thin clients, VoIP's, and laptops within a VM container environment.
* Perform account creation, unlocks, deletions reset, utilizing windows based operating Systems (OS), Windows technology, and Linux.
* Proven experience with Common Access Cards (CAC) and /PKI certificate as Trusted Agent.
* Developed document standard operating procedures (SOP) to ensure service desk compliance.
* Created, monitored, and resolved hardware, software, installation, printing, email, and operating issues through remedy/ service now ticketing systems.

**Inter-con Security Supporting DOS Washington, DC**

**May 2019 – March 2020**

**Diplomatic Security Officer**

* Implemented security procedures involving safeguarding classified and sensitive information, materials, personnel, and facilities from terrorism, hostile foreign intelligence activity, and criminal acts.
* Performed access control for the Department of State
* Conducted daily detail for The Secretary of State
* Monitored 100+ rooms on Department of State premises while detecting and preventing potential signs of threats and ensuring all access points are secure.
* Maintained hourly logs of irregularities such as equipment or property damage.
* Polished professional with excellent Written and Verbal communications skills

**Verizon Communications – Lanham, MD**

**May 2014 – May 2019**

**Business Device Specialist**

* Coordinates the installation of new software and hardware; resolved any installation problems, identified, and mitigated any vulnerabilities and risks to maintain infrastructure integrity.
* Strong experience in designing, implementing, and supporting Verizon VOIP system.
* Maintained customer service excellence by monitoring tickets and paying close attention to customer feedback.
* Technical subject matter expertise partnered with account executives for customer meetings, webinars, and product demos.
* Work close with customers and account executives to deploy hardware/software network architecture and designs for new installations and upgrades.
* Perform remote and on-site product/solution proofs-of-concept, initial configurations, and product training.
* Maintained inventory and records for all IOS/ Android devices and applications