

RYAN MUSANTE

Web: [linkedin.com/in/ryan-musante](https://www.linkedin.com/in/ryan-musante)

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US Citizen

Veteran's Preference: VEOA eligible, VRA eligible, VOW Act eligible

Highest Previous Grade: E5/IT2, Navy

Security Clearance: Active TS-SCI Security Clearance

## PROFESSIONAL PROFILE

Accomplished and solutions-focused SENIOR INFORMATION TECHNOLOGY (IT) SPECIALIST / SYSTEM ADMINISTRATOR with 10+ years' experience in the administration, support, and troubleshooting of large-scale networks with a focus in network stability and security engineering. Deliver cost-effective, scalable solutions through systems architecture, IT infrastructure, program and project management, deployment and support, and corporate IT strategy. Extensive hands-on experience in Network Administration, Cyber Auditing, Information Security (INFOSEC), IT Asset Management, IT Project Management and Customer Support. Proven capacity to deliver complex IT-related integration, replacement, and addition projects on-time and within budget, despite shifting priorities and tight deadlines. Skilled at analyzing business requirements and translating needs into a comprehensive strategy, road maps, and implementation plans. Team leader with broad IT life-cycle management skills from requirements analysis through user acceptance and operational support. Proven ability to diagnose, analyze, and resolve complex technical issues. Dynamic, open-minded and creative as a strategist and problem-solver.

Skilled communicator, relationship builder and negotiator able to interact across all levels of the organization and achieve consensus among stakeholders. Lauded as a strong leader in galvanizing teams to embrace a singular vision and oneness of purpose. Work with clients to assess needs, provide information or assistance, resolve problems, and satisfy expectations. Thorough and detail oriented with high quality standards. Notable ability to communicate with individuals at various levels of technical expertise. Strong writing and presentation skills. CompTIA Security+ and CompTIA A+ Certification.

## PROFESSIONAL EXPERIENCE

09/2014 – Present, SYSTEM ADMINISTRATOR / TEAM LEADER, E5, U.S. Naval Forces Japan/Navy Region Japan, PSC 473, Box 116, Yokosuka City, JPN, 40+ hours per week, Supervisor: D. Poffenbarger, may contact.

PROVIDE DIRECT SUPPORT TO AN ADMIRAL (Flag Officer) at a Regional Headquarters location. Maintain databases, establish accounts and configure communications and system interfaces. Serve as primary individual responsible for achieving IT project objectives. Plan and implement the enterprise structural framework to align IT strategy, plans, and systems with Navy mission, goals, structure, and processes. Evaluate IT methods and procedures to recommend improvements or modifications related to internal systems. Oversee IT systems application

design and development. Determine network bandwidth needs and recommend measures to meet those requirements. Supervise issues regarding resolution that affect specifications of systems or networks pertaining to processing, budgetary control or statistical reporting. Troubleshoot and perform disaster recovery procedures.

OVERSEE ALL INFORMATION TECHNOLOGY LIFE-CYCLE TASKS while overcoming constraints such as cost, scope, and time and ensuring quality. Isolate and define unprecedented conditions, resolve critical problems and integrate new technologies. Conduct cost-benefit analysis methods, achievement strategies, tools of quality assurance and quality control. Install, configure, test, implement, and manage the systems environment to support IT architecture and business needs. Apply proficient knowledge of the architecture and typology of software, hardware, and networks, including LANS, WANS, and telecommunications systems, and systems life cycle management. Select and install appropriate data communications components configured to meet current and future client's needs. Conduct network modeling and analysis to construct a reliable, high-performance integrated network. Install and maintain system upgrades, operating and security patches. Hailed as the “go-to” technician for critical jobs requiring time sensitive and flawless execution.

DESIGN, INSTALL, OPERATE AND MAINTAIN classified and unclassified military computer systems and technical operations to support command and control (C2) and logistical data transmissions. Utilize proprietary programs to collect, manipulate, and distribute data for a wide variety of applications. Configure Cisco routers, switches, and build firewalls to protect against cyber-attacks. Manage moves, additions, and changes to existing hardware and software including IP phones, simple network management protocol, modems, and satellite transportable terminals. Liaise with other team members to diagnose issues with integrated systems. Serve as communication security account manager, advising, and developing strategies for software standardization, compatibility, and implementation while maintaining system integrity.

PROVIDE DESKTOP SYSTEM MANAGEMENT with account monitoring, security, operating system (OS) installation and system administration functions. Maintain and load cryptographic device and keys. Assist users with account setup, email configuration, CAC setup, data backups and desktop and laptop PC problem solving and usage. Document network configurations and versioning. Demonstrate proficiency in applying security requirements to an operating system for the network environment and computer environment. Develop operational guidance for systems operations, maintenance, and sustainment.

IDENTIFY AND SOLVE PROBLEMS relative to installation and functionality issues. Perform routine software and hardware maintenance and troubleshooting. Conduct programmatic evaluations, make corrections when applicable, or refer to others for resolution when necessary. Examine and evaluate alternative means of satisfying user requirements. Suggest technically feasible approaches and make recommendations regarding the most effective and efficient approaches. Conduct in-depth analyses of special requirements related to network usage, user complaints, traffic interruptions, hardware and software capabilities, and other relevant factors. Monitor and report on the status and condition of IT security programs; coordinate corrective actions to eliminate or reduce risks. Make determinations involving major uncertainties due to factors such as changes in requirements, policy, and rapidly evolving technology.

**CONDUCT ANALYSIS TO DETERMINE COMPLIANCE** or advantages/disadvantages of projects. Manage moves, additions, and changes to existing hardware and software including IP phones, simple network management. Determine impact of modifications to project systems. Prepare documentation on cost/benefit studies that involve summarizing information and organizing it in a logical fashion. Monitor, evaluate, and report on the status and condition of IT security programs; coordinate corrective actions to eliminate or reduce risks. Interview subject-matter experts to obtain facts regarding work processes; synthesize the resulting data into charts showing information flow. Plan and complete assignments independently; inform management of controversial problems and confer with management on proposed actions that may require policy decisions.

**SET SHORT AND LONG-RANGE PROJECT WORK PLANS AND SCHEDULES**, for both in-house staff and contracted work. Direct the implementation of project plans to meet objectives and manage project resources. Translate business rules and processes into requirements. Provide technical assistance regarding federal procurement and contracting processes. Assign work to subordinates based on priorities, difficulty of assignments, and capabilities. Establish guidelines and performance expectations for staff members, provide feedback, and evaluate employees' performance.

**OVERSEE CONTRACTS FOR IT EQUIPMENT AND SERVICES.** Understand and execute various types of contracts, techniques for contracting and procurement, and contract administration. Use project management, conflict management, mediation, team building, and negotiation tools to achieve results. Prepare work statements and technical paragraphs for specifications. Inspect and test work performed by contractors. Prepare reports on progress and problems. Monitor vendor information sources for upgrades and patches. Analyze diverse viewpoints to make planning decisions and solve complex problems.

**APPLY CAPABLE INFOSEC EXPERTISE**; continually monitor systems and verify the integrity and availability of hardware, software, server resources, and key processes while exercising expert knowledge of IT infrastructure and security. Perform regular security monitoring to identify possible intrusions. Execute ongoing performance tuning, hardware upgrades, security improvements, and resource optimization. Employ automated security tools to determine vulnerabilities and implement security countermeasures to mitigate active and potential risks. Identify and analyze the nature of security threats to quickly mitigate further potential harm, neutralize any and all existing threats, and fix problems associated with threats and breaches. Implement protective measures designed to prevent unauthorized access, disclosure, acquisition, manipulation, modification, or loss of information. Report and respond to any attempt to gain unauthorized access to information, system failures, virus infections, and other occurrences that could lead to unauthorized disclosure or destruction of data.

**DELIVER EXTRAORDINARY CUSTOMER SERVICE** and cultivate an environment for colleagues to do the same. Consistently promote strong relationships with clients, vendors, and partner organizations based on earned trust and respect. Work directly with customers to obtain information needed to establish or change accounts. Ensure customer satisfaction of hardware and software functionality and the quality of implementing instructions upon installation.

Provide technical assistance to information systems users to minimize operational disruptions. Analyze and evaluate problems and concerns; provide and implement timely solutions. Utilize comprehensive leadership, communication, and negotiation skills to successfully meet the needs of all stakeholders. Remain tactful in the presentation of findings and dissemination of directives or policy initiatives, to skillfully influence and persuade acceptance for both internal and external personnel and decision makers.

**OPERATE COMPUTER CONSOLES** and choose from various procedures in responding to machine commands or unscheduled halts. Schedule the sequence of programs to be processed by computers where alternatives are weighed with a view to production efficiency. Translate detailed logical steps developed by others into language codes that computers accept, requiring understanding of the procedures and limitations appropriate to use of a programming language. Remain open to change and new information; adapt work methods in response to changing conditions or unexpected obstacles; and effectively deal with ambiguity. Conscientiously keep current on the latest technology, research, and information to advance knowledge and provide up-to-date counsel and guidance.

**DRIVE THE INTEGRATION OF NEW TECHNOLOGIES** as solutions to evolving business needs. Manage multiple technology projects from initiation to post-implementation. Serve as the recognized authority in the analysis and direction of IT programs and issues and in researching, interpreting, analyzing and applying operations and security guidance. Set clear, specific goals and expectations, assign owners, track progress, lead cross-functional team meetings, assign action items, and assist with roadblocks. Administer and participate in high-level meetings with staff, customers, and upper-level management, while concurrently creating and advancing several project plans. Provide program leadership; establish IT policies and criteria; and advise senior management on plans, programs, and pending IT developments. Exhibit a high level of engagement and productive collaboration skills.

**APPLY EXCELLENT ORAL AND WRITTEN COMMUNICATION SKILLS** to lead efforts in integrating and coordinating work and products with other systems and users. Clearly present complex concepts to various sectors; adeptly adjust technical complexity to accommodate a wide range of expertise. Gather and report information, draw conclusions, communicate technical information effectively, and present recommendations. Make clear and convincing oral presentations. Interpret written material, including technical materials, rules, regulations, instructions, reports, charts, graphs, or tables; ably apply what is learned from written material to specific situations. Ensure the accuracy and reliability of data included in all reports and documents. Prepare reports addressing multiple factors including project evaluation, strategic planning goals and identification of actual and potential problems. Draft decision documents, project plans, recommendations, guidance, and policies. All documents are responsive and meet technical and nontechnical requirements. Interact with internal and external personnel to lead meetings, describe and discuss program issues, report status, communicate resource requirements and recommend improvements. Communicate highly technical information in nontechnical terms.

## **KEY ACCOMPLISHMENTS**

- + Completed 140 trouble tickets for 450 personnel and tracked 75 classified transactions ensuring 100% secure telecommunications.
- + Modified the G2 SharePoint Regional Gateway for all 7 installations, using Hypertext Markup Language. Meticulously created a portal within the website to act as a ticketing system for tracking work hours. Created 2 Standard Operating Procedures to ensure that users could capably utilize the new system without error.
- + Modernized defunct space into a 40 station watch floor that supported 24-hour sector of operations.
- + Configured 20 cryptographic devices for 600 end users and three facilities with minimum downtime.
- + Maintained 100% accountability for 160-line items and completed 12 audits.
- + Fundraised over \$10K for a command-sponsored charitable event.

03/2011 – 09/2014, MISSILE TECHNICIAN / MANAGER, Naval Base Kitsap – Bangor, 120 South Dewey Street, Bremerton, WA 98314, 40+ hours per week, Supervisor: K. Kobold, may contact.

OPERATED, TESTED, MAINTAINED, TROUBLESHOT AND REPAIRED ballistic missile weapons systems. Aligned and calibrated all areas of the missile system, launcher system, and various test systems. Troubleshoot and repaired digital, electrical, and electronic systems; cooling and heating systems; and control systems using electromechanical devices, hydraulics, and pneumatics. Utilized standard electronic test equipment such as meters, oscilloscopes, logic probes, logic analyzers, DOS-based computers for word processing as conducted administrative record keeping tasks. Analyzed capacity data and developed capacity plans for appropriate level enterprise-wide systems. Managed equipment and software for system backups and recovery of applications and data. Tested and troubleshoot hardware and software problems related to equipment.

COMMUNICATED PRODUCTIVELY, both orally and in writing. Regularly delivered briefings to senior staff on the status of systems, projects, and operations. Established collaborative working relationships with stakeholders to accurately assess needs; provided information or assistance; resolved problems, and satisfied expectations. Listened attentively to others; attended to nonverbal cues and responded appropriately. Identified and analyzed problems; distinguished between relevant and irrelevant information to make logical decisions and develop solutions. Offered clear oral presentations of complex concepts, adeptly adjusting technical complexity to accommodate a wide range of audiences. Ensured all written materials were clear, accurate, and timely prepared. Safeguarded that requirements for classified material were properly followed.

#### KEY ACCOMPLISHMENTS

- + Reviewed 500 publications, 28 classified documents and repaired 34 minor discrepancies resulting in a flawless QA Audit for the fiscal year.
- + Saved over \$25K in computer repairs and maintained 508 pieces of electronic calibration equipment to support various repair shops.

09/2009 – 03/2011, ELECTRONIC EQUIPMENT REPAIRMAN / TEAM LEADER,

Naval Submarine Base New London, 1 Crystal Lake Road, Groton, CT 06349, 40+ hours per week, Supervisor: R. Allen, may contact.

MAINTAINED, REPAIRED AND ADJUSTED a wide range of cutting-edge electronic equipment. Worked with equipment used for everything from communications, detection and tracking to recognition and identification, navigation, and electronic countermeasures. This time period includes 1-year of initial naval recruitment, basic and advanced occupational training, and a 1-year apprenticeship.

## EDUCATION

High School Diploma, Rico Academy, Palmetto, GA, 1999

## CERTIFICATIONS

CompTIA Security+ Certification, 05/2015

CompTIA A+ Certification, 05/2015

## PROFESSIONAL TRAININGS

Naval Training leading to Information System Technician, Second Class; included the following training programs:

Information Systems Technician Training, includes Network Administration, Server Administration, and Information Assurance, 06/2015

Global Command and Control System – Maritime, includes Data Communications and Networking, UNIX Systems Admin, and Computer Systems Applications, 09/2014

Missile Technician, 03/2011

Missile Technician Apprentice Technical Training, 03/2010

Basic Mechanical Skills, 02/2010

## AWARDS AND RECOGNITION

Letter of Commendation (Flag), 2016

Global War on Terrorism Service Medal, 2009

## TECHNICAL PROFICIENCIES

Server Administration; Command Line Interface; RAID, SAN, x86 Architecture, SCSI; Electrical/Mechanical Troubleshooting and Repair; Maintenance Management; Network device and protocol configuration; Data Communication and Networking; Platform Security; Linux/UNIX System Administration; Configuring and Troubleshooting Windows Server Business Communication; Core OS Services: SSH, telnet, FTP, NFS, DNS, DHCP, samba; Firewall Configuration; Satellite Terminal Operations; LAN / WAN; Network Operations; Classified Information Networks; Cisco Routers and Switches; Red Hat Enterprise Linux; and Wireless Networking.