

RYAN MUSANTE

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

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 SYSTEMS TECHNICIAN / 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. 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. 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 A+ CE, CompTIA Security+ CE, CompTIA Linux+, and LPIC-1 Certification.

PROFESSIONAL EXPERIENCE

11/2019 – Present, Information Technology Specialist (Customer Support), GS-2210-09, Puget Sound Naval Shipyard and Intermediate Maintenance Facility, Bremerton, WA, \$60,000 annually, 40 hours per week, Supervisor: D. Robocker, may contact.

SERVE COMMAND CUSTOMERS ON COMPLEX ISSUES RELATED TO IT SERVICES of Platform IT (PIT) and Computer Aided Design and Manufacturing (CAD/CAM) and act as a liaison between command customers and any third-party IT provider in matters pertaining to the planning and delivery of customer support IT services. Support Puget Sound Naval Shipyard (PSNS) and Intermediate Maintenance Facility (IMF) at all remote sites including Bremerton, Bangor, Everett, and Yokosuka, Japan as well as Trident Refit Facility Bangor (TRFB). Apply comprehensive knowledge of DOD, Navy, NAVSEA and command mission, objectives, terminology and management practices to recognize probable areas of interaction and overlap between knowledge management systems solutions. Apply program management principles to

participate in the development of IT goals, objectives, plans and policies. Manage multiple technology projects from initiation to post-implementation. Work with clients to assess needs, provide information or assistance, resolve problems, and satisfy expectations. Analyze business requirements and translate needs into a comprehensive strategy, road maps, and implementation plans. Drive the integration of new technologies as solutions to evolving business needs.

DIAGNOSE, TEST AND RESOLVE IT PROBLEMS in response to customer reported incidents regarding a myriad of IT issues. Plan and identify IT service operational requirements; research compliant and effective solutions, based on those requirements. Frequently travel to customer's work site, within the shipyard and other PSNS & IMF sites, to support the resolution of IT issues. Troubleshoot and mitigate complex problems to improve IT systems and minimize impact to critical customer services and project goals. Build, test and deploy workstations, laptops, and tablets to meet the customer's requirements and mission. Perform software installation and testing on these systems to ensure the software functions properly and meets any required security requirements. Monitor and report on the status and condition of IT security programs; coordinate corrective actions to eliminate or reduce risks. Apply creativity and innovative approaches in response to changing technical and management objectives.

MAINTAIN METRICS ON CUSTOMERS' REQUESTS, tickets and PIT inventory; track PIT shipyard sweeps. Ensure the rigorous application of cybersecurity policies, principles, and practices in the delivery of customer support service. Utilize customer request/reporting system to identify trends and develop metrics. Assist to perform research and evaluation; provide feedback on problem trends and patterns in customer support requirements. Examine and evaluate alternative means of satisfying user requirements. Conduct in-depth analyses of special requirements related to network usage, user complaints, traffic interruptions, hardware and software capabilities, and other relevant factors.

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.

ASSIST TO MANAGE AND CONTROL THE ACQUISITION AND INSTALLATION of PIT and CAD/CAM systems and services. Research and analyze IT purchase requests to ensure they meet higher level command and cybersecurity requirements. Submit requests to the appropriate ITCS approval authority and track status. Provide customer with regular status updates. Review and assign customer requests to facilitate delivery of ITCS services to end-users. Conscientiously keep current on the latest technology, research, and information to advance knowledge and provide up-to-date counsel and guidance.

RESOLVE OR PREEMPT ISSUES THROUGH PLANNING AND COORDINATION; capably interact with shipyard and command management, department management, project related personnel, coworkers, equipment or system software vendors, contractors and representatives of professional associations. Exchange technical information, coordinate and advise on work efforts, resolve problems, coordinate the implementation of changes to various security operations, discuss new or revised requirements; and evaluate program effectiveness and improvement within the naval shipyard community. Persuade others to cooperate in meeting objectives and deadlines when there are problems in securing cooperation. 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. Work closely with the senior field technician to develop written communications to address issues or provide guidance to users regarding processes or upcoming initiatives. Provide input in the development of SOPs, desk guides or process instructions to document requirements for customer use. Clearly present complex concepts to various sectors; adeptly adjust technical complexity to accommodate a wide range of expertise. 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. Communicate highly technical information in nontechnical terms.

09/2014 – 11/2019, SYSTEM ADMINISTRATOR / TEAM LEADER, E5, U.S. Naval Forces Japan/Navy Region Japan, PSC 473, Box 116, Yokosuka City, JPN, \$55,000/year, 40+ hours per week, Supervisor: D. Poffenbarger, may contact.

PROVIDED DIRECT SUPPORT TO AN ADMIRAL (Flag Officer) at a Regional Headquarters location. Maintained databases, established accounts and configured communications and system interfaces. Served as primary individual responsible for achieving IT project objectives. Planned and implemented the enterprise structural framework to align IT strategy, plans, and systems with Navy mission, goals, structure, and processes. Evaluated IT methods and procedures to recommend improvements or modifications related to internal systems. Oversaw IT systems application design and development. Determined network bandwidth needs and recommended measures to meet those requirements. Supervised issues regarding resolution that affect specifications of systems or networks pertaining to processing, budgetary control or statistical reporting. Troubleshoot and performed disaster recovery procedures.

OVERSAW ALL INFORMATION TECHNOLOGY LIFE-CYCLE TASKS while overcoming constraints such as cost, scope, and time. Isolated and defined unprecedented conditions, resolved critical problems and integrated new technologies. Conducted cost-benefit analysis methods, achievement strategies, tools of quality assurance and quality control. Installed, configured, tested, implemented, and managed the systems environment to support IT architecture and business needs. Applied proficient knowledge of the architecture and typology of software, hardware, and networks, including LANS, WANS, and telecommunications systems, and systems life cycle management. Installed and maintained system upgrades, operating and security patches. Remained open to change and new information; adapted work

methods in response to changing conditions or unexpected obstacles; and effectively dealt with ambiguity. Hailed as the “go-to” technician for critical jobs requiring time sensitive execution.

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

PROVIDED DESKTOP SYSTEM MANAGEMENT with account monitoring, security, operating system (OS) installation and system administration functions. Maintained and loaded cryptographic device and keys. Assisted users with account setup, email configuration, CAC setup, data backups and desktop and laptop PC problem solving and usage. Documented network configurations and versioning. Demonstrated proficiency in applying security requirements to an operating system for the network environment and computer environment. Developed operational guidance for systems operations, maintenance, and sustainment. Served 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.

IDENTIFIED AND SOLVED PROBLEMS relative to installation and functionality issues. Performed routine software and hardware maintenance and troubleshooting. Conducted programmatic evaluations, made corrections when applicable, or referred to others for resolution when necessary. Made determinations involving major uncertainties due to factors such as changes in requirements, policy, and rapidly evolving technology. Administered and participated in high-level meetings with staff, customers, and upper-level management, while concurrently creating and advancing project plans. Provided program leadership; established IT policies and criteria; and advised senior management on plans, programs, and pending IT developments.

CONDUCTED ANALYSIS TO DETERMINE COMPLIANCE or advantages/disadvantages of projects. Managed moves, additions, and changes to existing hardware and software including IP phones, simple network management. Prepared documentation on cost/benefit studies that involved summarizing information and organizing it in a logical fashion. Monitored, evaluated, and reported on the status and condition of IT security programs; coordinated corrective actions to eliminate or reduce risks. Interviewed subject-matter experts to obtain facts regarding work processes; synthesized the resulting data into charts showing information flow. Planned and completed assignments independently; informed management of controversial problems and conferred with management on proposed actions that may have required policy decisions.

SET SHORT AND LONG-RANGE PROJECT WORK PLANS AND SCHEDULES, for both in-house staff and contracted work. Directed the implementation of project plans to meet objectives and manage project resources. Translated business rules and processes into

requirements. Provided technical assistance regarding federal procurement and contracting processes. Assigned work to subordinates based on priorities, difficulty of assignments, and capabilities. Established guidelines and performance expectations for staff members, provided feedback, and evaluated employees' performance.

OVERSAW CONTRACTS FOR IT EQUIPMENT AND SERVICES. Understood and executed various types of contracts, techniques for contracting and procurement, and contract administration. Used project management, conflict management, mediation, team building, and negotiation tools to achieve results. Prepared work statements and technical paragraphs for specifications. Inspected and tested work performed by contractors. Prepared reports on progress and problems. Monitored vendor information sources for upgrades and patches. Analyzed diverse viewpoints to make planning decisions and solve complex problems.

APPLIED CAPABLE INFOSEC EXPERTISE; continually monitored systems and verified the integrity and availability of hardware, software, server resources, and key processes while exercising expert knowledge of IT infrastructure and security. Executed ongoing performance tuning, hardware upgrades, security improvements, and resource optimization. Employed automated security tools to determine vulnerabilities and implement security countermeasures to mitigate active and potential risks. Implemented protective measures designed to prevent unauthorized access, disclosure, acquisition, manipulation, modification, or loss of information. Reported and responded 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.

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, \$50,000/year, 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.

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, \$45,000/year,
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

DoD Approved 8570 IAT Level II Baseline – DISA IASE
High School Diploma, Rico Academy, Palmetto, GA, 1999

CERTIFICATIONS

LPIC-1 Certification, 07/2019
CompTIA Linux+ Certification, 07/2019
CompTIA Security+ CE Certification, 01/2019
CompTIA A+ CE Certification, 01/2019

PROFESSIONAL TRAININGS

RYAN MUSANTE

Naval Training leading to Information System Technician, Second Class; including:
Configuring and Troubleshooting Windows Server Network Infrastructure, 09/2016
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
Basic Mechanical Skills, 02/2010

AWARDS AND RECOGNITION

Letter of Commendation (Flag), 2016
Joint Meritorious Unit Award, 2011
Good Conduct Medal (3), 2009-2019
Sea Service Deployment Ribbon (2), 2010-2012
Global War on Terrorism Service Medal, 2009

TECHNICAL PROFICIENCIES

Microsoft Windows OS, Microsoft Office: Word, Excel, PowerPoint, Active Directory, Red Hat
Linux, CentOS, Bash, ZSH, FTP, NFS, Samba, PowerShell, VMware, Wireshark, SQL,
Exchange, Remote Desktop, VPN, WPA2, SSL, TCP / IP, HTTP, 802.11, NIPR, SIPR, JWICS,
TACLANE, Internet Suite Protocol, OSI Model, LAN / WAN, RAID, SAN / NAS, CANES,
GCCS-M, Network Infrastructure, Transmission Methods, Servers, Cabling, Power Supplies,
Hard Disk, Motherboards, CPU, RAM, Cisco Routers and Switches, IT Security Programs,
Trouble Ticket Resolution, Electrical / Mechanical Troubleshooting and Repair, Tier I & II
Technical Support, Data Communication, Platform Security, Linux / UNIX System
Administration, Configuring & Troubleshooting, Cryptographic Configuration, Firewall
Configuration, Information Assurance, Wireless Networking