Ryan Musante

Yokosuka, Japan

ryan@ryanmusante.com ~ linkedin.com/in/ryan-musante

Summary

Key Decision Maker in Mission-Critical Network Device Maintenance Programs
CompTIA Security+ and CompTIA A+ Certification | Renewed 2019

Dedicated and service-driven senior operations professional with 10 years' experience in the administration, support, and troubleshooting of large-scale networks with a focus in network stability and security engineering. Self-motivated to get processes moving quickly in transforming ideas into action that translate into concrete operations plans. Skilled at analyzing business requirements and translating needs into comprehensive strategy, road map, and implementation plans.

Currently serving active duty United States Navy with experience as a submariner, missile technician, and information technology specialist.

Core Competencies

- Consistently promote strong relationships with clients, vendors, and partner organizations based on earned trust and respect.
- Robust reputation for delivering extraordinary customer service and for cultivating an environment for colleagues to do the same.
- Lauded as a strong leader in galvanizing teams to embrace a singular vision and oneness of purpose; well-respected for making staff training and high priority.
- Proven capacity to deliver complex IT-related integration, replacement, and addition projects on-time and within budget despite shifting priorities, demanding expectations, and stringent deadlines.
- Tactful and empathetic manager gifted with forging functional working relationships with any person in any type of environment.
- Skillful at understanding people and how they process information, able to redirect information as needed to enforce collaboration and participation in groups.
- Dynamic, open-minded and creative as a strategist and problem-solver.
- Quick learner; can learn anything and convert knowledge into practical workplace application.
- Active listener, receptive conversationalist; engaging people in a manner than enables them to feel comfortable and cooperative.
- Passionate about helping service members and their families cope during transient and stressful times during their lives.
- Develops a broad spectrum of written/verbal material to be presented to any specified audience.

Technical Skills & Proficiencies

Systems Administration | Network Fundamentals and Administration | Server Administration | Information Assurance
Electrical/Mechanical Troubleshooting and Repair | Maintenance Management | Industrial Electronics and Circuits
Data Communication and Networking | Platform Security | UNIX System Administration

Configuring and Troubleshooting Windows Server | Business Communication

Communications Security | Firewall Configuration | Satellite Terminal Operations
LAN / WAN | Network Operations | Classified Information Networks
Cisco Routers and Switches | Cisco Unified Communications Manager | Wireless Networking

Professional Experience

SECOND CLASS PETTY OFFICER, E-5 | U.S. NAVY
Military Career Summary
Discharged: U.S. Naval Base, Japan
Entered: September 2009 – Separate: October 2019
Hours/Week: 40+

System Administrator | Team Leader
U.S. Naval Forces Japan/Navy Region Japan
Yokosuka, Japan
Feb. 2018 – Present | 40+ Hours/Week
Installs, configures, administrates, repairs, and operates the GCCS-M 4.0 system both ashore and afloat.
Maintains databases, establishes accounts and configures communications and system interfaces.
Troubleshoots and performs disaster recovery procedures.

Information Technology Specialist | Team Leader
U.S. Naval Forces Japan/Navy Region Japan
Yokosuka, Japan
Sep. 2014 – Feb. 2018 | 40+ Hours/Week
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 build 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.

Missile Technician | Manager
Naval Base Kitsap - Bangor
Silverdale, Washington
March 2011 – Sep. 2014 | 40+ Hours/Week
Operated, tested, maintained, troubleshoot, and repaired ballistic missile weapons systems. Aligns, calibrates and, under supervision, troubleshoots and repairs all areas of the missile system, launcher system, and various test systems; troubleshoots and repairs digital, electrical, and electronic systems; troubleshoots and repairs cooling and heating systems as well as control systems using electromechanical devices, hydraulics, and pneumatics; uses standard electronic test equipment such as meters, oscilloscopes, logic probes, and logic analyzers; uses DOS- based computers for word processing as well as other administrative record keeping tasks.

Electronic Equipment Repairmen | Team Leader
Naval Submarine Base New London

Groton, Connecticut
Sep. 2009 – March 2011 | 40+ Hours/Week
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.

Key Accomplishments

- Hailed as the "go-to" technician for critical jobs requiring time sensitive and flawless execution.
- Configured 20 cryptographic devices for 600 end users and three facilities with minimum downtime.
- Reviewed 500 publications, 28 classified documents and repaired 34 minor discrepancies resulting in a flawless QA Audit for the fiscal year.
- Maintained 100% accountability for 160-line items and completed 12 successful audits.
- Modernized defunct space into a 40 station watch floor that supported 24-hour sector of operations.
- Saved over $25K in computer repairs and maintained 508 pieces of electronic calibration equipment to support various repair shops.
- Completed 140 trouble tickets for 450 personnel and tracked 75 classified transactions ensuring 100% secure telecommunications.
- Saved $5K in supply costs with office reorganization involving 15 pieces of furniture, six workstations, and two printers.
- Fundraised over $10K for a command-sponsored charitable event.
- Hailed as the "go-to" technician for critical jobs requiring time sensitive and flawless execution.
- Configured 20 cryptographic devices for 600 end users and three facilities with minimum downtime.
- Reviewed 500 publications, 28 classified documents and repaired 34 minor discrepancies resulting in a flawless QA Audit for the fiscal year.

Specialized Experience

- Evaluates IT methods and procedures to recommend improvements or modifications related to internal systems. Oversaw IT systems application design and development. Oversaw issues regarding resolutions that affect specifications of systems or networks pertaining to processing, budgetary control or statistical reporting. Managed moves, additions, and changes to existing hardware and software including IP phones, simple network management. Conducted analysis to determine compliance, or advantages/disadvantages of projects. Determined impact of modifications to project systems. Provided technical assistance regarding Federal procurement or contracting processes.
- Served as the primary individual responsible for achieving IT project objectives. Accomplished objectives through oversight of all IT Life-Cycle tasks while overcoming constraints such as cost, scope, time and ensuring quality. Isolated and defined unprecedented conditions, resolving critical problems and integration of new technologies. Set short and long-range project work plans and schedules either in-service and/or via contracted work. Directed the implementation of project plans to meet objectives and manage project resources. Worked with cost-benefit analysis methods, achievement strategies, tools of quality assurance and quality control. Proficient knowledge of the architecture and typology of software, hardware, and networks, including LANS, WANS, and telecommunications systems, and systems life cycle management. Translated business rules and processes into requirements.

- Interviewed subject-matter experts to obtain facts regarding work processes and synthesized the resulting data into charts showing information flow. Operated computer consoles and chose from various procedures in responding to machine commands or unscheduled halts. Scheduled the sequence of programs to be processed by computers where alternatives had to be weighed with a view to production efficiency. Prepared documentation on cost/benefit studies that involved summarizing the material and organizing it in a logical fashion. Worked directly with customers to obtain information needed to establish or change accounts. Translated detailed logical steps developed by others into language codes that computers accept where this required understanding of procedures and limitations appropriate to use of a programming language

Knowledge Skills & Abilities

- **Attention to Detail**: Thorough when performing work and conscientious about attending to detail.
- **Customer Service**: Works with clients and customers and any individuals who use or receive the services or products that your work unit produces, including the general public, individuals who work in the agency, other agencies, or organizations outside the Government. Assessed customer needs, provided information or assistance, resolved their problems, or satisfied their expectations; knowledgeable about available products and services; is committed to providing quality products and services.
- **Oral Communication**: Expressed information to individuals or groups effectively, taking into consideration the audience and nature of the information, for example, technical, sensitive, controversial. Offered clear and convincing oral presentations; listened to others, attends to nonverbal cues and responded appropriately. Participated in meetings or conferences with internal or external stakeholders. Conducted training for staff or other interested parties. Evaluated and responded to requests for modifications to existing systems. Provided leadership in the delivery of information technology solutions that anticipated and met enterprise-wide needs by empowering employees to deliver customer-centered, value-creating systems, products, services, and support.
- **Problem Solving**: Identified problems and determined accuracy and relevance of information. Used sound judgment to generate and evaluate alternatives and to make recommendations. Worked with applications developers to isolate and solve design problems encountered during testing and implementation stages. Determined best approaches for implementation within the technical environment. Evaluated the feasibility of proposed new systems development projects. Consulted with customers to refine functional requirements. Translated functional requirements into design specifications.

References

References and contact information available upon request.