Ryan Bennett

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SUMMARY

IT professional with 12+ years of experience across managed service providers, financial services, healthcare, construction, and legal environments. Administers Windows Server, Active Directory, and Microsoft 365; supports multi-vendor networks (Cisco, SonicWall, Sophos, Ubiquiti); and has served as the primary technical contact for 100+ client accounts, from Tier 1 tickets through executive briefings. Known for clear documentation and for explaining technical problems plainly to end users and executives alike.

TECHNICAL SKILLS

Servers & Identity: Windows Server 2012–2022, Active Directory, Group Policy, DNS / DHCP, Linux (Ubuntu, Debian, CentOS), macOS
Microsoft 365 & Cloud: Exchange Online, Intune, Teams administration, SharePoint, Google Workspace, Azure, AWS
Networking: Cisco, SonicWall, Sophos, Ubiquiti UniFi, pfSense — routing, switching, VLANs, VPN, firewall configuration
Virtualization & Backup: VMware vSphere / ESXi, Hyper-V, Proxmox VE, Docker, Proxmox Backup Server, Backblaze
RMM & Monitoring: NinjaRMM, LabTech (ConnectWise Automate), TacticalRMM, PRTG, Network Detective, Cyber CMS
Scripting & Databases: PowerShell, Python, Bash, Microsoft SQL Server, PostgreSQL
Support: Tier 1–3 helpdesk, on-site and remote support, VIP / executive support, backup and disaster recovery, documentation, training

PROFESSIONAL EXPERIENCE

Independent IT Consultant — Rutherford, NJ
Self-employed · contract IT services for small-business clients — *2024 – Present*

- Provide IT support and Google Workspace administration for small-business clients, including a family-owned NJ auto repair shop through an ownership transition: vendor coordination, systems handoff, and process documentation.
- Built an HTML / JavaScript accounts-receivable reconciliation tool for a shop running NAPA TRACS, and stood up SQL Server 2022 on Ubuntu to host a restored copy of the TRACS database.
- Built and maintain a Proxmox VE lab and hosting environment (18 VMs and containers, 40+ Docker services) with TacticalRMM endpoint management, Cloudflare Zero Trust access, and Proxmox Backup Server with offsite backup.

Continuous Networks — Secaucus, NJ
Technical Account Manager — *Sept. 2020 – June 2024*

- Owned the technical relationship for 100+ client accounts across healthcare, construction, and finance; handled up to 20 escalations a week during project rollouts.
- Delivered white-glove support to VIP and C-suite stakeholders across a demanding and varied client base.
- Deployed and administered Windows Server, Active Directory, VMware vSphere, Azure, and Microsoft 365 for client sites; configured pfSense firewalls in the NOC ahead of on-site deployment.
- Installed and supported industry-specific platforms, including EHR systems and medical-device integrations for healthcare clients and project-management software for construction clients.
- Partnered with engineering to scope, plan, and deliver infrastructure projects, keeping clients informed at every stage.

Outsource My IT — Fairfield, NJ
Business Technology Specialist — *March 2016 – Sept. 2020*

- Designed and maintained multi-site network infrastructure for SMB clients in healthcare, legal, retail, and construction: Cisco and SonicWall firewalls, Windows Server, VMware, and Google Workspace.
- Resolved 7–14 Tier 1–3 tickets a day and served as project liaison between clients, frontline support, and senior engineers.
- Onboarded and trained new hires; wrote documentation that shortened ramp-up time and made support more consistent.

Eze Castle Integration — New York, NY
NetOps Engineer / Support Desk Analyst — *Jan. 2013 – Aug. 2015*

- Monitored and maintained 500+ client systems and network devices for financial-services clients operating 24/7.
- Resolved alerts quickly to protect uptime in trading and investment environments; handled hardware deployment, remote support, and on-site field work.
- Wrote process documentation and trained and mentored new support desk staff.

EDUCATION & CERTIFICATIONS

Montclair State University — Montclair, NJ
Bachelor of Science, Computer Science & Economics

Certifications: CompTIA A+, CompTIA Network+