RYAN COOK

Chief Security Officer

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PROFILE

- ► Experienced team and project manager. Capable of mentoring and assisting team members.
- ► 10+ years of experience as Web/Software Developer and IT Specialist. Proficient in several programming languages including C#, C++, and Java.
- ► 6+ years of Information Security and Incident Response experience.
- ► Analytical problem solver with demonstrated leadership in a team-driven environment, and a proven ability to quickly absorb information and adapt to new environments.
- ► Skilled, customer-oriented communicator who can interact with all levels of technicians, programmers, engineers, business executives, and high-profile clientele. Articulated with exceptional written documentation and verbal presentation capability.

CERTIFICATIONS / TRAINING

CompTIA A+	CompTIA Security+	ITIL Foundations	ECIH
CompTIA Project+	CompTIA Linux+	SSCP	CEH
CompTIA Network+	LPIC-1	ECES	

PROFESSIONAL EXPERIENCE

CAPITAL BENEFIT GROUP, INC....**2018 – Present.**

CHIEF SECURITY OFFICER (2023-PRESENT)
IT DIRECTOR (2018-2023)
- Provide input and establish goals to drive the future of the company.
- Develop and maintain company security policies to meet industry compliance requirements.
- Build relationships with external IT vendors and service providers.
- Perform security audits of network and systems.
- Manage team software and hardware projects.
- Assess team performance.
- Provide training, support, and supervision to team members.
- Interview, mentor, and train interns and new hires.
- Research and deploy new software/hardware technologies.
- Manage security of network, systems and information.
- Manage virtualized environment and network communications.
- Manage Linux and Windows servers and migrations.
- Assist users with hardware and software related problems.

SYRILA (EPK/CBS/DCB)..**2011 – 2017.**

SENIOR SYSTEMS ENGINEER / SOFTWARE DEVELOPER (2014 – 2017)
NETWORK ADMINISTRATOR / SOFTWARE DEVELOPER (2011 – 2014)
- Plan and manage server related projects.
- Research and deploy new software/hardware technologies.
- Manage virtualized environment and network communications.
- Manage Linux and Windows servers and migrations.
- Manage setup of workstation and user moves.
- Assist users with all hardware and software related problems.
- Develop database applications for use by users.
- Modify existing database applications.
- Interview, mentor, and train interns and new hires.
- Assist/train team members in new technologies.

FREELANCE (SELF-EMPLOYED)...**1997 – 2017.**

SYSTEMS ENGINEER / SOFTWARE DEVELOPER / WEB DEVELOPER
- Assist users with all hardware and software related problems.
- Consult and assist in the ordering of hardware/software and necessary supplies for users' workstations.
- Setup and support for home and small business networks.
- Supply general Linux support.
- Provide support for comparable/affordable alternatives to some application suites.

- **Design and develop web content / applications to meet needs of users.**

OTHER EXPERIENCE

INGERSOLL RAND...**2008 – 2011.**
   FIELD SERVICE TECHNICIAN (CSC) (2011)
   FIELD SERVICE ENGINEER (2008 – 2011)
- **Assist users with all hardware and software related problems.**
- **Build and maintain images for workstations and some servers.**
- **Manage setup of workstation and user moves.**
- **Manage helpdesk user support.**
- **Provide network administration/support for users, accounts and folders through active directory.**

COPIERS NORTHWEST...**2009 – 2011.**
   DATABASE PROGRAMMER / CRYSTAL REPORTS DESIGNER
- **Assist other IT members in SQL Server-related issues.**
- **Customize existing reports in accounting software (e-automate).**
- **Work directly with management to create design standards for all reports.**
- **Design/Create new custom Crystal Reports for use in accounting software (e-automate).**

UNIVERSITY OF WASHINGTON...**2007 – 2008.**
   IT SUPPORT TECHNICIAN
- **Assist users with all hardware and software related problems.**
- **Build and maintain images for workstations and some servers.**
- **Manage setup of workstation and user moves.**
- **Provide network administration/support for users, accounts and folders through active directory.**

SKILLS SUMMARY

Network Admin:	Windows Server 2022 and older, Windows 11 and older, A/D (Azure/On-prem), MS Exchange 2019 and older, MSSQL Server 2019 and older, DNS, WINS, DHCP, TCP/IP, VPN (SonicWall/OpenVPN)
Hardware Familiarity:	Dell Workstations/Laptops, Linksys/NetGear/Cisco/TP-Link routers/switches/hubs, cabling, Dell/HP/Xerox printers, Seagate/Samsung/Western Digital HDD/SSD, modems, optical drives, audio, RAM, AMD/Intel processors, motherboards, PBX
O/S Environments:	Windows 11 and older, Windows Server 2022 and older, Linux (RHEL/CentOS/Fedora, Debian/Ubuntu), Neoware, Android / iOS / Windows Phone
Software Familiarity:	.NET (Standard/Core) Framework 6.0 and older, Adobe CS5 and older (Photoshop / Flash / InDesign / Dreamworks), Apache, Citrix, Clonezilla, e-Automate, Eclipse, Ektron CMS, Hypervisors (Hyper-V / VMWare / VirtualBox), IDE (Visual Studio / Monodevelop / IntelliJ Idea / Eclipse), IIS manager, Kronos, MS Office (Access / Excel / Lync / OneNote / Outlook / PowerPoint / Word), SQL Server / MySQL / PostgreSQL, Remedy, SCM (Git / Mercurial / SVN / VSS), Backup Exec, Endpoint Protection, Imaging (Ghost / GhostCast / Clonezilla), Ticketing (Remedy / TrackIt!)
Programming Languages:	(X)HTML/CSS, Javascript, PHP, CGI/Perl, C/C++/C#, Blazor, Entity Framework, ASP.NET, XAML (WPF/Silverlight), VB6/VB.NET, Java, MySQL/MSSQL/PostgreSQL, Ruby/RoR

EDUCATION

WESTERN GOVERNORS UNIVERSITY, Salt Lake City, UT
   Bachelor of Science Degree, Cybersecurity and Information Assurance
   Master of Science Degree, Cybersecurity and Information Assurance

UNIVERSITY OF WASHINGTON, Seattle, WA
   Bachelor of Science Degree, Physics
HIGHLINE COMMUNITY COLLEGE, Des Moines, WA
   Associate of Science Degree, Computer Science