

**Ryan A. Haughton**  
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**Summary:**

Competent and experienced Information Technology Specialist candidate with years of proven ability to successfully direct operations, pay keen attention to details, improve organizational systems security, establish plans and policies, examine workflow, and implement activities for information technology projects zoned in on security, creativity, and proficiency. Proficiently trained in website developing with the capability to utilize operative problem solving and ecstatic customer service that ensures quality improvement that includes using well-organized reviews with the application of new and current initiatives to reduce security risks. Experienced in supervising and leading teams, instructing counterparts, utilizing programming language, applying new information technology security developments, managing various content, performing system administration, exceeding organizational standards, designing content with block editor, and supporting implementations leading to continuous excellence that will ensure a paramount level of client satisfaction and organizational security, while successfully maximizing time management, ingenuity, and efficient oral communication.

**EDUCATION:**

**Undergraduate Degree:**

**Bachelor of Science (Cybersecurity)**  
University of Arkansas Grantham

Current  
Lenexa, Kansas

**Associate of Science**

Overall GPA: 3.5  
Excelsior College

September 2020  
Albany, New York

**Certifications:**

CompTIA Security+ Certification

May 13, 2022

**EMPLOYMENT HISTORY:**

**ERA Solutions/WPConnects | Remote**  
**WordPress Developer - Intern**

October 2022 – January 2023

Trained in the understanding and proficiency of WordPress technologies. Delivery of scalable website development systems to end users. Daily tasks consisted of practicing design implementation, Agile and Scrum concepts, debugging, c-panel use, database setup, tools and techniques applicable to WordPress, GitHub use, search engine optimization, Jira and Kit applications, and team project building. Skilled and experienced in business communication and team building in professional environments.

- Hands-on learning with expert mentors during labs, prep, project wizard and naming, fundamentals, and test work.
- Information gathering; prioritize tasks, determine scope of the project, development, test and deployment, and project life cycle.
- Analyze user requirements for manageable objectives and outcome.
- Set up WordPress locally and remote connected to host servers.
- Forward thinking; envision system features and functionality.
- Develop and test WordPress Sites to ensure continuity.
- Ensure a detailed design documentation.
- Identify and resolve technical issues during the build, test, and management phases.
- Provide deep understanding and expert knowledge on WordPress suite applications
- Continuously learning to have extensive development knowledge and experience.
- HTML, CSS, Knowledge of agile and waterfall.
- WordPress: Elementor. UI/UX analysis and design according to the requirements of a client.
- Agile and waterfall development, Completed a 4-page WordPress website built from start to finish.
  
- Demonstrate expert customer service.

**United States Department of the Army**

March 2020 - Current

5-4 ADAR Shipton Kaserne

Ansbach, Germany

**SGT, 5th Battalion 4th Air Defense Artillery Regiment**

Army Sergeant

- Installed, protected, maintained, and troubleshoot support equipment that included computers, internet, telephones, radios, and satellites.
- Supported data management and gathered IT security concerns to create effective solutions and eliminate operation issues.
- Applied new and secured IT security developments to ensure current guidelines are up to date and functional.
- Instructed computer troubleshooting, network security, system administration, and repair courses to newly enlisted team members.
- Tracked progress, identified problem areas, reviewed security and competency requirements, and led operations to accomplish mission goals and match milestones.
- Secured data, configured security setting, access permissions for clients.
- Supported various squadrons by providing technical assistance to computer users.
- Aided users with computer hardware and software handling, including operating systems, word processing, electronic mail, installation, and securing devices.
- Utilized effective communication and interpersonal skills to improve attention to detail and problem solving when users required immediate assistance and intervention.

- Delivered superior leadership amongst various teams while cultivating the best experience amid consumers.

**United States Department of the Army**

November 2016 - March 2020

3-6 CALVARY

Fort Bliss, Texas 79918 United States

**SPC, 3-6 Combat Aviation Brigade, 1st Armored Division**

Army Specialist

- Supervised operations that analyzed breach possibilities and created reports to tackle the concerns.
- Studied and utilized various science and engineering concepts, principles, policies, and other data processing aids to cultivate and apply solutions to problems and concerns of complex applications, system administration and networks.
- Tested, supported, and monitored computer programs including organizing the installation of computer programs and systems.
- Supported the organization and its efforts by troubleshooting program and system anomalies to restore normal functioning on a secured network.
- Kept records of communication encounters to ensure appropriate access to personnel was granted.
- Provided technical guidance to staff regarding quality achievement and efficiency of operating all telecommunication hardware and software.
- Utilized Secure Internet Protocol Router (SIPR) and Non-Secure Internet Protocol Router (NIPR) to regulate and conduct network operations in accordance with the Department of Defense guidelines.
- Applied customers need assessments, quality assurance measures, and consumer satisfaction evaluations to improve encounters.
- Maintained information systems by applying diagnostic, corrective, and recovery techniques.
- Created access accounts, dispensed information regarding appropriate network operation, and oversaw network servers, desktop computers, and more devices for the entire squadron.
- Worked with classified information and provided computer-related training to improve administration.
- Employed active listening, clear speech, critical thinking, attention to details, cooperation, integrity, dependability, and concern for others to ensure consumer satisfaction and IT security and safety.