

Ronnile Helser

Tier 2 IT Analyst · Cybersecurity Instructor

CONTACT

LOCATION

Westerville, OH

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LINKEDIN

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SKILLS

SECURITY TOOLS

Wireshark, Nmap, Nessus, Autopsy

SECURITY

Vulnerability scanning, incident response & escalation, security compliance, endpoint hardening

SYSTEMS & IDENTITY

Active Directory, Microsoft 365, SharePoint, Windows, MDM

NETWORKING

TCP/IP, VoIP / FreePBX, remote support, Linux

PROGRAMMING & PROCESS

Python (PCEP), Jira, ITIL ticketing, KPI reporting

CERTIFICATIONS

- CompTIA Security+ (2023)
- CompTIA Network+ (2023)
- CompTIA Server+ (2023)
- CompTIA A+ (2022)
- PCEP – Entry-Level Python Programmer
- Linux Essentials, LPI (2023)
- Ohio Adult Education Permit (2025)

PROFILE

IT professional with 3+ years in technical support, network administration, and help desk leadership, now focused on cybersecurity. Tier 2 IT Service Analyst and part-time Cybersecurity Instructor with a full CompTIA stack, PCEP, and hands-on Wireshark, Nmap, and Nessus experience. Seeking a SOC Analyst or Security Engineer role.

EXPERIENCE

Substitute Instructor, Cybersecurity · C-TEC of Licking County

Feb 2026 – Present

Newark, OH

- Teach cybersecurity fundamentals part-time, covering networking, security concepts, and hands-on tools for postsecondary students
- Translate real-world IT and security experience into practical instruction for learners entering the field

Tier 2 IT Service Analyst · Crane Group

Aug 2025 – Present

Columbus, OH

- Provide Tier 2 support and escalation across enterprise systems, resolving complex hardware, software, and network issues
- Administer Active Directory and Microsoft 365, including account provisioning and access management
- Maintain documentation and follow security and escalation procedures to support compliance

Help Desk Supervisor · Virtual Technologies Group

May 2025 – Aug 2025

Quality, Training & Customer Experience · Maumee, OH

- Led support operations for 1,000+ clients across enterprise environments with Tier 3 escalation on high-priority issues
- Maintained a 95%+ CSAT while overseeing 30–50 weekly support requests
- Strengthened documentation and compliance through structured ticket audits and clearer escalation procedures
- Authored 50+ KB articles, raised first-contact resolution 15%, and streamlined technician onboarding

Help Desk Technician, Tier 2 · Virtual Technologies Group

Oct 2024 – May 2025

Maumee, OH

- Resolved escalated Tier 2 issues and optimized FreePBX configuration to improve VoIP call quality by 20%
- Promoted to Help Desk Supervisor within ~7 months based on technical performance and leadership

IT Help Desk Technician I · Hudson Valley Credit Union

Jul 2024 – Oct 2024

Remote · Contract

- Managed and provisioned users in Active Directory and supported 50+ applications in a financial services environment
- Delivered remote support under the compliance-driven processes of the banking sector

IT Support Specialist I · OTC Industrial Technologies

Sep 2023 – Jul 2024

Columbus, OH

- Provided Tier 1–2 support via Jira, handling 20–40 tickets weekly with under one-hour average resolution
- Managed Active Directory accounts for 300+ users and maintained IT compliance and access controls
- Authored KB articles that cut repeat issues 15%; supported remote tooling, asset systems, and MDM

IT End-User Support Engineer · DataServ

Oct 2022 – Sep 2023

Newark, OH

- Provided on-site and remote support to Newark City School District across 14 buildings
- Imaged and deployed 50+ devices and led a district-wide collection of switches and networking equipment
- Supported Active Directory, wireless connectivity, and Microsoft 365; repaired laptops, Chromebooks, projectors, and smartboards

EDUCATION

Cybersecurity & Information Technology · C-TEC of Licking County · Sep 2022 – Aug 2023