

# Sean Ciranni

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## PROFESSIONAL SUMMARY

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IT Analyst with hands-on experience administering hybrid Azure environments including Entra ID, Intune, and Autopilot within a regulated medical device organization. Proven ability to resolve complex Level 2-3 technical issues across hardware, software, and network infrastructure while maintaining compliance and end-user productivity. Currently pursuing a B.S. in Cybersecurity and Information Assurance, with active certifications in CompTIA Security+, A+, and ITIL v4.

## WORK EXPERIENCE

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### IT Analyst

04/2026 - Present

*Highridge Medical*

- Administer and maintain a hybrid Azure environment encompassing Entra ID, Intune, Autopilot, and Microsoft Teams, ensuring secure identity management and compliant device provisioning across the organization.
- Resolve escalated Level 2-3 helpdesk tickets spanning hardware diagnostics, software deployment, and network drive mapping, serving as the primary technical resource for end-user support.
- Support IT operations within a regulated medical device environment, maintaining adherence to compliance requirements while managing day-to-day infrastructure and user endpoint configurations.

### Tier II Help Desk Technician

03/2025 - 05/2025

*ITS LLC*

- Provided Tier II helpdesk support to customers and peers including application and hardware troubleshooting, network connectivity diagnostics, and account administration.
- Managed and resolved tickets using BMC Remedy, including software distribution, documentation, and system and network status reporting.
- Deployed and maintained government off-the-shelf software and hardware including servers, firewalls, Cisco switches, and multi-function printers.

### IT Support Specialist

04/2024 - 03/2025

*Strategic Solutions*

- Diagnosed and resolved technical issues reported by users, ensuring minimal disruption to daily operations.
- Maintained and updated hardware components and software applications while managing network configurations, security settings, and access permissions.
- Provided excellent customer service, addressing user inquiries and guiding staff through technical solutions and procedures.

### IT Support Specialist

10/2022 - 03/2024

*Plateau GRP*

- Led a team of IT support technicians, providing mentorship, guidance, and advanced troubleshooting support.
- Followed and refined existing IT support procedures, driving significant improvements in first-call resolution rates and overall user satisfaction.
- Regularly developed and maintained IT documentation resources including troubleshooting guides and knowledge base articles, improving team efficiency and knowledge sharing.

### Security Officer

04/2019 - 04/2022

*SANMINA/SCI*

- Conducted comprehensive security assessments, identifying vulnerabilities and implementing countermeasures to safeguard critical assets and personnel.
- Prepared detailed security reports and incident documentation for senior leadership, achieving an average breach response time of under 2 minutes.
- Ensured all personnel accessing sensitive information and restricted areas met stringent security and clearance requirements.

## Health Care Specialist

10/2014 - 11/2016

*United States Army*

- Conducted first aid and trauma training for soldiers pre-deployment and provided pre-hospital trauma care during training exercises.
- Established and maintained remote field medical stations and upheld knowledge of basic pharmacology and field trauma care protocols.

## SKILLS

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**Cloud and Identity:** Azure Entra ID, Microsoft Intune, Autopilot, Microsoft 365, Exchange Online, SCCM, MDM

**Networking:** TCP/IP, DNS, DHCP, VLANs, Firewalls, Switches/Routers, Network Troubleshooting

**Security:** Active Directory and GPO, SIEM, EDR, IDS/IPS, Zero Trust, Incident Response, IT Security

**Support and Tools:** ServiceNow, Jira, BMC Remedy, Remote Desktop, ITIL v4, IT Documentation, User Account Management

**OS and Platforms:** Windows Server, macOS, Linux (multiple distros)

**Development:** PowerShell, Bash, SQL (working knowledge), Python (AI-assisted scripting)

## EDUCATION

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**B.S. Cybersecurity and Information Assurance (Expected Fall 2027)**

*Western Governors University*

**A.S. with Focus in Computer Science (2020 - 2022)**

*Calhoun Community College*

**Certifications:** CompTIA Security+ | CompTIA A+ | ITIL v4