

Garrett Riner

garrett.e.riner@gmail.com | 770-262-2285 | www.garrett-riner.com | linkedin.com/in/riner
Columbus, GA 31904

PROFESSIONAL SUMMARY

Motivated IT professional with experience in systems administration, technical support, cybersecurity, and cloud platforms. Skilled in troubleshooting, identity management, and user support in Microsoft 365 and Active Directory environments. Strong foundation in networking, scripting, and cloud technologies. Eager to grow in cloud engineering or cybersecurity.

SKILLS

- Windows 10 / Microsoft 365 / Linux
- Active Directory / RDP
- VPN / Security Support
- Ivanti ITSM Tools,
- IAM / Cybersecurity Principles
- AWS (intermediate), Azure (basic)
- Python / PowerShell / SQL

EXPERIENCE

National General Insurance Company — *Service Desk Analyst (Remote)*
Feb 2023 – Aug 2024

- Resolved 50+ daily tickets via Ivanti.
- Delivered Tier 1 remote support for hardware, software, and user accounts.
- Supported VPN, Microsoft 365, Active Directory, and RDP.
- Partnered with infrastructure teams on escalations.

Parker Hannifin Corporation — *Trade Show Representative, Cleveland, OH*
Jan 2015 – Jan 2017

- Presented technical products to 200+ attendees.
- Communicated with technical and non-technical audiences.
Collected and relayed feedback to sales/engineering teams.

EDUCATION

Columbus State University — *B.S. in Computer Science*
Aug 2017 – May 2022

- Relevant coursework: Cybersecurity, AI, Programming, Networking, Cloud Computing, Ethical Hacking

CERTIFICATIONS

- ISC2 Certified in Cybersecurity (CC) – Jun 2025
- CompTIA A+ (ce) – Apr 2024
- AWS Educate: Security, Cloud 101, Fundamentals – Jun 2025
- ServiceNow Fundamentals – Nov 2022
- TestOut Network Pro – Nov 2016
- TestOut Security Pro – Jul 2016
- *Additional training:* AWS Cloud Practitioner prep, Windows 10 Support, Remote Admin, Customer Service (LinkedIn Learning)