

RON McCUNE

IT Support Specialist | Cybersecurity Student | Systems Administration & Infrastructure

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PROFESSIONAL SUMMARY

Enterprise IT Support Specialist and cybersecurity student with hands-on experience supporting Windows, Microsoft 365, Active Directory, VMware, SAP, MES, and network-connected systems across manufacturing environments. Strong background in troubleshooting, account administration, infrastructure support, documentation, and cross-functional problem solving. Currently pursuing a Bachelor of Science in Information Technology with a Cybersecurity concentration and building toward systems administration, infrastructure, and cybersecurity support roles.

CORE TECHNOLOGIES

Identity & Access	Infrastructure	Enterprise Tools	Security & Development
Active Directory	VMware vSphere	Jira Service Management	Cybersecurity Fundamentals
Azure AD	Windows Server	ScreenConnect	IAM Concepts
Group Policy	RDS	SAP	Risk Assessment
Microsoft 365	DNS / DHCP	MES	Cyber Ethics
Security Groups	TCP/IP	ThinManager	HTML / CSS / JavaScript
MFA	VPN	Zoom Phone	PowerShell (Learning)

PROFESSIONAL EXPERIENCE

Senior Specialist - IT Support | Great Lakes Cheese

Remote / Enterprise Manufacturing Support | February 2024 - Present

- Support enterprise IT operations across multiple manufacturing facilities, resolving hardware, software, application, access, and connectivity issues in production-focused environments.
- Administer Active Directory and Microsoft 365 account functions including user access, password resets, security groups, permissions, and onboarding support.
- Troubleshoot Windows 10/11, Microsoft 365, printers, SAP, MES, ThinManager, VMware, RDS, Zoom Phone, and network-related issues.
- Assist with Microsoft 365 migrations, device enrollment, workstation setup, remote support, and end-user technical training.
- Document incidents and service requests in Jira Service Management while collaborating with infrastructure, networking, cybersecurity, SAP, MES, and site support teams.

Inventory Specialist | Great Lakes Cheese

Hiram, Ohio | February 2023 - February 2024

- Maintained inventory accuracy for finished goods operations using enterprise inventory systems, reporting, and discrepancy research.
- Coordinated with shipping, receiving, production, and warehouse teams to support accurate order flow and efficient operations.

Shipping & Receiving General Employee | Great Lakes Cheese

Hiram, Ohio | September 2022 - February 2023

- Processed inbound and outbound shipments while maintaining accurate documentation, inventory counts, and workflow efficiency.

Bulk Handler | Great Lakes Cheese

Hiram, Ohio | May 2022 - September 2022

- Operated production equipment and followed safety, quality, and sanitation standards to meet daily manufacturing goals.

Production Supervisor | Cabinetworks Group / KraftMaid

Middlefield, Ohio | April 2018 - May 2022

- Supervised production operations, coached team members, assigned work, and supported continuous improvement initiatives.
- Analyzed department performance, documented metrics, improved workflow, and supported ISO/QMS, safety, and quality standards.

Project Manager / Customer Support Manager | PTI

Northeast Ohio | February 2013 - October 2014; December 2015 - November 2016

- Managed project setup, customer communication, and operational support for General Motors-related contract work.
- Coordinated customers, suppliers, schedules, and internal teams while training staff and maintaining service expectations.

Steelmaker | Warren Steel Holdings

Warren, Ohio | October 2014 - November 2015

- Performed equipment checks, inspections, and basic maintenance to support production quality and operational efficiency.

EDUCATION

Kent State University - Trumbull Campus

Bachelor of Science in Information Technology | Cybersecurity Concentration | Expected Graduation: December 2028 | GPA: 3.95 | Dean's List

- Relevant coursework: Operating Systems & Networking, Computer Assembly & Configuration, Cyber Ethics, Visual Basic Programming, Intermediate Office Applications, and Website Technologies.

PROJECTS

- **Cybersecurity Portfolio Website:** Professional portfolio website for IT experience, projects, resume, and cybersecurity career development. Technologies: HTML, CSS, responsive design, GitHub, ronmccune.com.
- **Bill Tracker Application:** Desktop application to track recurring bills, due dates, payment status, and monthly organization.
- **Password Manager:** Project focused on secure storage concepts, credential organization, and secure programming fundamentals.
- **Home Lab - Planned / In Progress:** Building hands-on skills with Windows Server, Active Directory, Group Policy, VMware, PowerShell, networking, and cybersecurity labs.

CERTIFICATION ROADMAP

CompTIA Network+ (beginning Fall 2026) | CompTIA A+ (planned) | CompTIA Security+ (planned) | ISC2 Certified in Cybersecurity - CC (planned)