

Ryan Lohrmann

Sykesville, MD | U.S Citizen

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Work Experience

ASRC Federal Professional Services, LLC (2/22/2022 – 1/31/2025)

As a Computer Operator II, supported the IT operation of FEMA's National Emergency Training Center.

Responsibilities:

- Maintained information technology on multiple computers represented within onsite systems and/or remote sites.
- Performed imaging of FEMA host, to include all patches, upgrades and enhancements in accordance with FEMA configuration management procedures.
- Monitored FEMA mailbox and examine vulnerability reports to patch operating systems and software for compliance to eliminate any security issues.
- Maintained inventory to ensure the accuracy of the IT & A/V equipment used within classrooms and conference rooms.
- Utilized the ServiceNow ticketing system by placing tickets and completing assigned tickets.
- Upgraded all hardware and software as new devices and software were pushed out, audited systems to be upgraded and ensured software and licenses were available to complete the upgrade.
- Resolved a myriad of customer IT/AV classroom equipment service problems as well as individual student IT issues.
- Created SOPs for areas of support to cover setting up video streaming through teleconferencing apps like Zoom or Teams, updated SOP for listing the Classroom Tech position's daily responsibilities and an SOP for removing Microsoft account from being signed in to the operating system.
- Performed registration of PIV cards for personnel and the maintenance of certificates on FEMA IT systems.
- Worked weekends and Holidays as required to support National Emergency Training Center (NETC).
- Always respectful and courteous with FEMA policy knowledge to help support his co-workers.
- Passed DHS Public Trust Background

Education

September 2025

Carroll Community College – Accepted into the HVAC program

September 2020 - December 2021

University of Maryland Global Campus - Computer Networks and Cybersecurity

August 2017 - December 2020

Carroll Community College - Associate of Applied Science - Cybersecurity

September 2018 – December 2019

Franciscan University of Steubenville - Associate of Arts in Theology

Technical Skills

Hands-on experience with: Software Center, ServiceNow, Windows 11, DHCP, Group Policy, MS Teams, Zoom, Zscaler, and other proprietary software, Xerox Scanning, Adobe Reader/Acrobat and Databases, Microsoft Office applications environment, especially Microsoft Word and Outlook.

Cybersecurity: Educated in network security, penetration testing, digital forensics, and analysis

Windows Server 2016 OS: Hands-on experience and educated in configuring Windows Server OS into a networking setting using Hyper-V, Active Directory Domain Services, and other services

IT: Instructed in identifying, installing, and configuring computer software and hardware

OS: Well familiarized with all major operating systems including Windows, MacOS, and Linux

Networking: Learned fundamentals of networking and set-up of Cisco routers and switches

Languages: Acquired basic hands-on knowledge of Python, Cisco CLI, and Linux Bash Shell

Presentations: Delivered effective PowerPoint presentations throughout high school and college classes