

Logan Garth Goodwin

Somersworth, NH 03878 | 603-800-7169 | Logan@goodwinmail.net

LinkedIn: [linkedin.com/in/logan-g-goodwin/](https://www.linkedin.com/in/logan-g-goodwin/)

Portfolio: <https://loganggoodwin.github.io/>

Professional Summary

High-achieving Cybersecurity Master's student (4.0 GPA) and CompTIA-certified professional with a deep technical background in network defense, risk management, and digital forensics. Proven track record in hardware diagnostics and system troubleshooting, transitioning extensive technical support experience into a focused career in Cybersecurity Operations and GRC. Known for clear documentation and delivering reliable technical solutions in fast-paced environments.

Core Technical Skills

- **Security & Compliance:** NIST Framework, Risk Management, Digital Forensics, Ethical Hacking, Least Privilege.
- **Networking:** TCP/IP, DNS, DHCP, VPNs, Firewalls, SSL, Packet Tracer, LAN/WAN.
- **Systems & Tools:** Windows Server, Linux (Ubuntu/Kali), Virtualization (VMware/VirtualBox), Python, Java, HTML.
- **Technical Support:** Tier 1 & Tier 2 Support, Hardware Repair, Technical Documentation, SOP Development.

Technical Experience

Technical Support Specialist (Independent) | Manchester, NH | 2006 – 2020

- Diagnosed and resolved hardware, software, and network issues for residential and small business users.
- Architected and secured LAN/WAN environments, including the installation of routers, peripherals, and security software.
- Reduced average issue resolution time by 25% through the development of improved troubleshooting workflows.
- Created clear technical documentation and user guides to reduce repeat support requests.

Service Technician | One Source Security & Automation | Bedford, NH | 1996 – 2006

- Installed and serviced surveillance cameras, alarm systems, access control, and automation systems.
- Diagnosed system faults and replaced defective components to maintain 100% system uptime.
- Trained customers on system operation, configuration, and proactive troubleshooting.

Professional Experience

Lead Associate | Amazon | Nashua, NH | 2021 – 2023

- Coordinated logistics operations and real-time problem resolution in a high-volume environment.
- Optimized workflow efficiency through structured process improvements and leadership.

Maintenance Technician | Walmart | Manchester, NH | 2020 – 2021

- Performed preventive maintenance and diagnostics on electrical, HVAC, and refrigeration systems.
- Troubleshoot complex mechanical and electrical issues to minimize operational downtime.
- Ensured strict compliance with safety standards and documented all corrective actions.

Education

- **Master of Science in Cybersecurity** (In Progress) | Southern New Hampshire University | **GPA: 4.0**
- **Bachelor of Science in Information Technology – Cybersecurity** | Southern New Hampshire University | GPA: 3.985 | Summa Cum Laude

Certifications

- **CompTIA:** Security+, Network+, A+, IT Fundamentals+.
- **EC-Council:** Digital Forensics Essentials (DFE), Ethical Hacking Essentials (EHE).
- **ISC2:** Certified in Cybersecurity (CC).

Academic Projects (Viewable on Portfolio Site)

- **Incident Response & Containment Framework:** Developed a NIST-aligned response plan for enterprise ransomware and data breach scenarios.
- **Security Awareness Program Proposal:** Designed a comprehensive training initiative focused on phishing mitigation and compliance mapping.
- **Network Security Design:** Planned and implemented secure network infrastructure for a new office environment.