Loughton Bennett

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IT SUPPORT SPECIALIST | HELP DESK / SERVICE DESK | TS/SCI CLEARANCE | USMC VETERAN | DoD 8140 IAT II (GSEC) | 24/7 OPERATIONS

PROFESSIONAL SUMMARY

Cleared IT support professional with an active TS/SCI clearance and a background across DoD and DoS environments. Troubleshoots Windows systems, Active Directory, networking, and end-user issues in hands-on Azure and home network labs, and explains technical fixes clearly to non-technical stakeholders. DoD 8140 IAT II qualified through GSEC; also holds GCIH and GWAPT. Proven reliability on overnight and shift-based operations from years as a Marine Security Guard.

CORE COMPETENCIES & TECHNOLOGIES

Help Desk & End-User Support: Troubleshooting, osTicket ticketing, SLA prioritization, remote support, incident escalation, clear end-user communication

Operating Systems: Windows 10/11, Windows Server, Active Directory (accounts, passwords, permissions), Linux (Ubuntu)

Networking: TCP/IP, DNS, DHCP, VLANs, pfSense/OPNsense firewalls, Wireshark, connectivity troubleshooting

Hardware & Infrastructure: PC and server hardware, imaging and configuration, VirtualBox, VMware, managed switches

Scripting & Tools: PowerShell, Bash, Git

Security & Compliance: DoD 8140 IAT II, NIST 800-53, RMF, DISA STIGs

EDUCATION

SANS Technology Institute — B.S., Cybersecurity | Expected 2027
SANS Technology Institute — Applied Cybersecurity Certificate | 2026
American Military University — A.A., Interdisciplinary Studies | GPA 4.0 | 2023

Certifications

- GIAC Security Essentials (GSEC) — Meets DoD 8140 IAT II | April 2025
- GIAC Certified Incident Handler (GCIH) | November 2025
- GIAC Web Application Penetration Tester (GWAPT) | April 2026
- GIAC Foundational Cybersecurity Technologies (GFACT) | December 2024

TECHNICAL PROJECTS

osTicket Help Desk Ticketing System (Azure) | osTicket, IIS, PHP, MySQL

- Installed osTicket on a Windows 10 VM in Azure with IIS, PHP, and MySQL, then set up agents, departments, teams, help topics, and SEV-A/B/C SLAs (1, 4, and 8-hour response). Created and worked example tickets through intake, assignment, prioritization, and resolution.

Active Directory & User Administration (Azure) | Windows Server 2022, PowerShell

- Built a Windows Server 2022 domain controller and Windows 10 client in Azure, fixed a failed ping by enabling ICMP in Windows Firewall, joined the client to the domain, created OUs and admin accounts, and bulk-created users with PowerShell.

File Share Permissions & Security Groups (Azure) | Active Directory, Windows Server 2022

- Set up shared folders with read, read/write, and no-access permissions, and granted access through an ACCOUNTANTS security group.

DNS Troubleshooting (Azure) | DNS Manager, nslookup, ipconfig

- Created A and CNAME records on the domain controller, traced a stale name lookup to the client's DNS cache with ipconfig /displaydns, and cleared it with ipconfig /flushdns.

Network Traffic Analysis (Azure) | Wireshark, Network Security Groups, Ubuntu Server

- Captured ICMP, SSH, DHCP, DNS, and RDP traffic between Windows and Ubuntu VMs in Wireshark, and blocked then restored ping with a network security group rule.

Hardware Firewall & Network Build | OPNsense, Managed Switch, Wireless AP

- Installed OPNsense on bare-metal hardware, assigned interfaces, configured LAN and DHCP, and set up a managed switch and wireless access point.

Windows Configuration & Remediation | PowerShell

- Wrote PowerShell scripts to configure and remediate Windows systems, and verified each change through registry inspection and re-scans.

PROFESSIONAL & MILITARY EXPERIENCE

Construction Security and Reporting Technician *Aug 2023 - Present*

CACI (Dec 2025 - Present), Amentum (Aug 2023 - Dec 2025)
Stuttgart, Germany & Sigonella, Italy

- Documented 200 technical findings a year (about 4 a week) and tracked each through to resolution — the same document-and-close workflow used in IT ticketing.
- Supported and briefed 5 stakeholder organizations, translating technical issues into clear guidance non-technical staff could act on — direct end-user support under operational pressure.
- Monitored systems continuously and flagged issues for corrective action, tracking each to closure.

Cleared American Guard — U.S. Embassies *Aug 2020 - Aug 2023*

Coastal International Security / IDS, Iceland, Israel, Montenegro

- Monitored technical security systems and enforced controls at U.S. diplomatic facilities under Diplomatic Security Service standards.
- Resolved compliance questions for Site Security Managers and coordinated corrective actions with contractors.

Secure Storage Area Specialist *Jan 2020 - Aug 2020*

PAE, Frankfurt, Germany

- Processed 500 supply manifests and 15 classified equipment shipments a month across OCONUS sites, keeping detailed chain-of-custody and inventory records.

Cleared American Guard — U.S. Embassies *Feb 2016 - Dec 2019*

Coastal International Security, Chad, New Zealand

- Ran 36 technical security examinations a year across OCONUS embassy postings and produced detailed inspection reports.

Marine Security Guard (MSG) / Training Manager *Aug 2011 - Nov 2014*

United States Marine Corps, Jordan, Pakistan, Brazil, Montenegro

- Operated access control and technical security device monitoring at U.S. diplomatic facilities, including reliable overnight and shift-based coverage.
- Built and led annual technical training programs and drills for MSG detachments.