

Logan Garth Goodwin

Cybersecurity Professional · M.S. Candidate · 4.0 GPA

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[📄 logangoodwin.github.io](https://logangoodwin.github.io)

PROFESSIONAL SUMMARY

High-achieving Cybersecurity Master's student (4.0 GPA) and CompTIA-certified professional with deep expertise in network defense, risk management, and digital forensics. Over 14 years of hands-on technical experience diagnosing and securing systems — now channeled into a focused career in Cybersecurity Operations and GRC. Recognized for precise documentation, proactive risk mitigation, and delivering resilient technical solutions under pressure.

CORE TECHNICAL SKILLS

Security & Compliance NIST Framework, Risk Management, Digital Forensics, Ethical Hacking, Least Privilege

Networking TCP/IP, DNS, DHCP, VPNs, Firewalls, SSL, LAN/WAN, Cisco Packet Tracer

Systems & Tools Windows Server, Linux (Ubuntu/Kali), VMware/VirtualBox, Python, Java, HTML

Technical Support Tier 1 & 2 Support, Hardware Repair, SOP Development, Technical Documentation

TECHNICAL EXPERIENCE

Technical Support Specialist · Independent

Manchester, NH | 2006 – 2020

- ▶ Diagnosed and resolved hardware, software, and network issues for residential and small business clients.
- ▶ Architected and secured LAN/WAN environments, including routers, peripherals, and security software deployment.
- ▶ Reduced average issue resolution time by 25% through improved troubleshooting workflows and SOP development.
- ▶ Produced clear technical documentation and user guides that measurably reduced repeat support requests.

Service Technician · One Source Security & Automation

Bedford, NH | 1996 – 2006

- ▶ Installed and serviced surveillance cameras, alarm systems, access control, and building automation systems.
- ▶ Diagnosed system faults and replaced defective components, maintaining 100% uptime across client installations.
- ▶ Trained customers on system operation, configuration, and proactive troubleshooting best practices.

PROFESSIONAL EXPERIENCE

AI Trainer · Handshake (Freelance)

New Hampshire, Remote | Apr 2026 – Present

- ▶ Contributed to AI training projects Hedgehog, Spectra, Helix, and Lexicon, supporting model development and evaluation.

Lead Associate · Amazon

Nashua, NH | 2021 – 2023

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

Maintenance Technician · Walmart

Manchester, NH | 2020 – 2021

- ▶ Performed preventive maintenance and diagnostics on electrical, HVAC, and refrigeration systems.

- ▶ Minimized operational downtime by troubleshooting complex mechanical and electrical issues.
- ▶ Ensured strict compliance with safety standards and maintained detailed corrective action documentation.

EDUCATION

Master of Science in Cybersecurity · In Progress

Southern New Hampshire University | GPA: 4.0

Bachelor of Science in Information Technology – Cybersecurity

SNHU | 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 at loganggoodwin.github.io

- ▶ **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 targeting phishing mitigation and compliance mapping.
- ▶ **Network Security Design:** Planned and implemented secure network infrastructure for a new office environment from the ground up.