

Mahdi Ghaznawy

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U.S. Citizen | Shift-Flexible

PROFESSIONAL SUMMARY:

Information Systems Support Specialist with hands-on experience resolving technical issues across Windows environments, Active Directory, and common enterprise platforms. Proficient in troubleshooting hardware and software problems, configuring VPNs, and delivering end-user support through ticket-based workflows. Skilled in Office 365 administration, Group Policy management, and system imaging. Recognized for strong documentation practices, a customer-first approach, and practical lab experience simulating real-world help desk operations.

EDUCATION

Bachelor of Science in Cyber Security and Information Assurance | Graduated May 2025 | WGU

CERTIFICATIONS

- 1: CompTIA **A+**
- 2: CompTIA **Security+**
- 3: CompTIA **Network+**
- 4: CompTIA **CySA+**
- 5: CompTIA **Pentest+**
- 6: LPI **Linux Essentials**
- 7: **ITIL 4** Foundation Certificate in IT Service Management
- 8: ISC2 Systems Security Certified Practitioner (**SSCP**)

PROFESSIONAL EXPERIENCE

Information Systems and Cybersecurity Analyst - IronGrid Security | December 2022 – Present

- **Systems Administration & IT Support** – Managed Windows and Linux servers, Active Directory domains, and user accounts; performed system backups, updates, and patch management to ensure optimal performance and uptime.
- **Network Configuration & Troubleshooting** – Installed and configured switches, firewalls, and VPNs; diagnosed connectivity issues and optimized network segmentation for performance and security.
- **Security Monitoring & Incident Response** – Operated a SOC-modeled environment with SIEM tools (Splunk, Wazuh) to detect, investigate, and resolve security events; reduced false positives by 40% through custom correlation rules and dashboards.
- **Security Awareness & Policy Development** – Created training materials, security guidelines, and compliance documentation for small business environments, improving phishing detection rates among users.

Cashier – Chipotle | Lakewood, CO | Jun 2020 – Aug 2021

- Delivered high-quality service in a fast-paced environment with high customer volume.
- Handled POS systems, cash drawer balancing, and customer conflict resolution.
- Strengthened communication, multitasking, and escalation skills transferable to tech support roles.

TECHNICAL SKILLS

- **Operating Systems:** Windows 10/11, Windows Server, Linux (basic), macOS
- **Support Tools:** Active Directory, Group Policy, Office 365, RDP, TeamViewer, AnyDesk
- **Networking:** DNS, DHCP, TCP/IP, VPN, VLAN
- **Security:** MFA, basic SIEM use, endpoint protection, password policy enforcement
- **Hardware:** PC builds, BIOS config, driver install, diagnostics, POST, RAM troubleshooting
- **Ticketing:** Familiar with help desk workflows and escalation processes

RELEVANT PROJECTS

Virtual IT Lab Deployment (Home Lab)

- Built enterprise-like environment using VirtualBox, Windows Server, and Linux VMs
- Set up Active Directory, DNS, DHCP, and user roles for help desk simulation
- Resolved issues like account lockouts, printer setup, VM crashes, and IP conflicts

IT Security & Infrastructure Upgrade – Kabul Law Firm

- Configured pfSense firewall, VLANs, and centralized endpoint protection.
- Developed security policies, staff training, and phishing simulations (click rate cut from 25% to <10%).

PC Build, Diagnostics, and Hardware Support

- Built dual-boot Windows/Linux system, configured drivers, optimized BIOS
- Diagnosed POST issues, thermal throttling, and faulty RAM
- Hands-on experience with system stress testing and hardware troubleshooting