

NIKNAZ SADEHVANDI

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GitHub: github.com/niknaz-65 | Portfolio: niknaz-65.github.io

PROFESSIONAL SUMMARY

IT Support and Helpdesk professional with experience troubleshooting Windows systems, resolving user issues, managing accounts, and supporting endpoint security. Strong academic foundation in cybersecurity (M.S. Cybersecurity Technology) supported by hands-on security projects in Splunk, malware analysis, and network scanning. Adept at technical problem-solving, access management, and clear documentation.

TECHNICAL SKILLS

- Systems: Windows, Linux
- Tools: Active Directory, VPN, Wireshark, Nmap, Nessus, Splunk (projects), FTK Imager, Autoruns
- Assistance: Resetting passwords, managing accounts, ticketing systems, configuring endpoints, and setting up workstations
- Networking: TCP/IP, DNS, DHCP, routers/switches
- Proficient in Python and PowerShell
- Also included: open-source intelligence, vulnerability scanning (projects), and basic forensic imaging.

PROFESSIONAL EXPERIENCE

IT Support Technician | Sunset Auto Sales

03/2020 – Present | Charlotte, NC

- Resolved hardware, software, and network issues across Windows workstations and user devices.
- Performed password resets, access updates, and permissions troubleshooting.
- Supported onboarding/offboarding, account creation, and system setup.
- Maintained antivirus updates, handled basic malware cleanup, and monitored endpoint health.
- Assisted with printer setup, workstation imaging, and basic network connectivity troubleshooting.
- Documented issues and resolutions in internal ticket workflow.

Customer Service Associate | Bloomingdale's

05/2015 – 12/2019 | Tysons Corner, VA

- Managed 100+ customer requests weekly using internal ticketing tools.
- Escalated technical problems to IT support and tracked resolution progress.
- Trained new associates on secure system usage and basic security awareness.

IT Administrator / Helpdesk Support | Kafpoush

12/2010 – 02/2015 | Germantown, MD

- Supported Windows endpoints, antivirus updates, and user account troubleshooting.
- Performed malware cleanup, system maintenance, and basic monitoring.
- Handled password resets, permission updates, and access control tasks.
- Assisted with backups, workstation installations, and network troubleshooting.

IT & Technical Assistant | Ganjineh

06/2009 – 03/2014 | Tehran, Iran

- Installed CCTV, access control, and basic network cabling.
- Supported documentation, device setup, and hardware troubleshooting.
- Assisted engineers with physical security equipment installation.

PROJECTS

Splunk Log Analysis (Project)

Built SPL queries for authentication failures, privilege changes, and suspicious processes.
Created dashboards demonstrating log patterns and anomaly detection.

Malware Sandbox Analysis (Project)

Observed registry, file, and process changes; extracted IOCs; mapped C2 behavior.

OSINT & Threat Investigation (Project)

Analyzed 30K+ indicators from OTX/LevelBlue; enriched IP/URL/hash data for attribution.

Digital Forensics Labs (UMGC)

Reviewed IIS logs, persistence artifacts, unauthorized accounts, and SSH exfiltration cases.

Network Recon Toolkit – Python (Project)

Automated Nmap scans and generated structured HTML reports.

EDUCATION

M.S. Cybersecurity Technology | University of Maryland Global Campus | GPA 4.0

B.S. Information Technology | University of Phoenix | Magna Cum Laude

A.A. Information Technology | Central Piedmont Community College

A.S. Architectural Drawing | Islamic Azad University

CERTIFICATIONS

Python Basics for Data Science (IBM)

R Programming Fundamentals (Stanford Online)