

# Niko Sardas

## Professional Summary

IT Support Specialist and Internal Tools Developer with enterprise experience and a strong technical background. Skilled in system administration (Intune, Entra, Active Directory, Office 365, Jamf) and lightweight web development (JavaScript, Chrome Extensions). Certified in A+, Network+, and Security+. Passionate about streamlining workflows, supporting users, and building custom tools that solve real-world problems.

## Professional Experience

### IT Support Specialist I

Liberty University - Lynchburg, VA | June 2024 - Present

- Resolve 30-40 IT support tickets weekly for 1,000+ users across Windows, macOS, and mobile environments
- Manage user access, MFA, and device compliance using Entra ID, Active Directory, Office 365, Intune, and Jamf
- Built a local-first internal web app to audit charger inventory (JavaScript, HTML, CSS)
- Maintain documentation and process improvements to support faster incident resolution

### IT Field Technician

Core Technologies - Lynchburg, VA | January 2023 - February 2024

- Completed 500+ system refreshes for Virginia state agencies under strict deadlines
- Installed and supported endpoints, printers, VPNs, and performed OS imaging and DNS/DHCP setup
- Managed asset tracking and resolved service tickets using Cherwell

## Freelance Developer & Audio Designer

Remote | 2009 - 2022

- Built and monetized Chrome extensions including Equalizer Plus (10,000+ users) using JavaScript, HTML, and Chrome APIs
- Completed full-stack bootcamp via CareerFoundry (React, MongoDB basics, testing practices)
- Designed and integrated audio systems into Unity games using FMOD and C# scripting
- Directed voice talent and managed cross-platform audio pipelines from concept to implementation

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- Supported technical setup and testing for both creative and internal tools projects

## Projects

Equalizer Plus - Chrome Extension

- Built a real-time audio control extension (EQ, compression, panning, mono, gain) with 10,000+ users
- Developed with vanilla JavaScript, Chrome Extension APIs, and Web Audio API, optimized for performance and minimalism

## Education

CareerFoundry Full-Stack Web Development Bootcamp - 2022

Associate's Degree in Audio Engineering - Sapir College, Israel - 2008

## Technical Skills

Enterprise Systems: Intune, Entra ID, Active Directory, Office 365, Jamf

Networking: VPN, DHCP, DNS, Asset Management

Web Development: JavaScript, HTML, CSS, Chrome Extension APIs

Tools: ServiceNow, Cherwell, GitHub, Windows, macOS, Linux

Creative Tech: Unity3D, FMOD, C# (basic)