NIKO SARDAS

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PROFILE

IT support technician with experience supporting Windows, macOS, and mobile devices in enterprise environments. CompTIA A+, Network+, and Security+ certified. Configure and repair endpoint hardware, manage user access via Intune, Jamf, Entra ID, and Active Directory, and resolve software, network, and account issues. Handle high ticket volume through ServiceNow while maintaining clear documentation and meeting internal support metrics.

EXPERIENCE

IT Support Specialist I, Liberty University — Lynchburg, VA — Jun 2024—Present

Provide in-person and remote support for Windows and macOS devices used by staff and students. Perform hardware repairs, software installations, and cross-platform troubleshooting. Set up Microsoft 365 user accounts and resolve access issues related to sign-in, MFA, and permissions. Configure and manage endpoints using Intune, Jamf, Entra ID, and Active Directory. Handle high ticket volume through ServiceNow with accurate documentation and adherence to internal support targets.

IT Field Technician, Core Technologies — Jan 2023—Feb 2024

Deployed and migrated 500+ Windows systems for federal clients as part of large-scale PC refresh projects. Performed imaging, hardware replacements, data transfer, and verification of GPO compliance and domain configuration. Maintained asset tracking across deployment phases and supported end users on-site during transitions. Coordinated with disposal vendors for equipment decommissioning and adhered to federal security and clearance protocols.

Audio Technician (Freelance), Remote — 2009—2022

Produced music, sound effects, and voiceovers for indie games and recording studios. Collaborated with developers to align audio with gameplay and narrative, and delivered cross-platform-ready assets using Unity workflows. Managed the full sound pipeline from asset creation to final implementation.

EDUCATION

Full-Stack Web Development Bootcamp — CareerFoundry — (Online, 2022)
Associate Degree in Audio Engineering — Sapir College, Israel — (2008)