Niko Sardas

Lynchburg, VA | niko.sardas@icloud.com | github.com/NikoSardas | Open to Remote & EU-Based Roles

# Professional Summary

Adaptable IT Specialist with hands-on experience in enterprise environments, creative tool development, and self-driven technical learning. Recognized for calm problem-solving under pressure, effective customer support, and ability to bridge tech with real-world needs. Seeking remote or EU-based roles in IT support, endpoint management, or junior cybersecurity.

# Skills & Tools

• Intune, Entra ID, Jamf, Active Directory, Office 365

• Windows, macOS, Chrome OS, Mobile Device Support

• CompTIA A+, Network+, Security+ Certified

• JavaScript, Chrome Extensions, GitHub, SQL (learning)

• Cherwell, ServiceNow, Remote Desktop Tools

# Professional Experience

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

* Tier 1 technical support in a multi-platform campus environment.
* Managed access and devices using Intune, Entra, Jamf, Active Directory.
* Recognized as ITCS Employee of the Quarter for high-level support and user empathy during complex technical incidents.
* Documented support procedures and ensured continuity across staff changes.

**IT Field Technician — Core Technologies — Lynchburg, VA | Jan 2023 – Feb 2024**

* Deployed 500+ systems for government clients with VPN, DHCP, DNS config.
* Used ServiceNow and Cherwell to manage enterprise support tickets.
* Performed OS imaging, hardware upgrades, and remote desktop troubleshooting.

**Freelance Dev & Tech Projects | 2007 – Present**

* Developed Equalizer Plus Chrome Extension (10,000+ users).
* Built tools using JavaScript, Chrome APIs, HTML/CSS.
* Integrated Unity and FMOD for game dev audio pipelines.

# Education & Certifications

CareerFoundry Full-Stack Web Development Bootcamp | 2022

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

CompTIA A+, Network+, Security+ | 2022–2024