

Sinwan Saeed

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Reisterstown, MD, USA

EDUCATION

University of Maryland
Bachelor of Science in Computer Science

College Park, MD
Graduated - 12/20/2023

TECHNICAL SKILLS

Programming Languages: Python, C, C#, C++, Java

Libraries & Tools: AWS, ServiceNow, Docker, GIT, OpenSSL, MySQL, Adobe Creative Suite, Active Directory

Platforms: Windows, Mac, Linux

Soft Skills: Leadership, Event Management, Problem Solving, Public Speaking, Digital Design, Hardware Repair

EXPERIENCE

Help Desk Analyst

06/04/2024 - 09/12/2025

T Rowe Price

Owings Mills, MD

- Assisted end users with technical incidents in infrastructure operations using ServiceNow, ensuring effective communication to non-technical users, resulting in improved user satisfaction
- Managed incident data collection and ticket documentation using ServiceNow instances based on the ITIL framework, enhancing the efficiency of enterprise technology services
- Supported applications including Salesforce, Amazon Connect, Concur, Microsoft Office 365 Suite, and Citrix Workspace, contributing to seamless software operations

Help Desk Lead

02/19/2021 - 12/20/2023

Terrapin Tech @ UMD

College Park, MD

- Managed customer orders and hardware repairs using ServiceNow, ensuring timely resolution and improved customer satisfaction
- Repaired and re-imaged Apple and Dell devices, enhancing device performance and user experience
- Troubleshoot network issues in eduroam, SSO login, and student applications such as Office 365 and Adobe Creative Cloud, leading to reduced downtime and improved connectivity

Desktop Governance & Compliance Intern

05/30/2023 - 08/05/2023

Navy Federal Credit Union

Vienna, VA

- Tested monthly software patches for corporate applications, ensuring compatibility and security compliance
- Tracked admin access during quarterly audits to ensure least privilege access, enhancing security protocols
- Fulfilled and managed software requests using ServiceNow and Remote Desktop

PROJECTS

Cloud Resume Challenge: The Cloud Resume Challenge is a multiple-step resume project that helps build and demonstrate skills fundamental to building in the Cloud. The project was published by Forrest Brazeal. Currently, I have the site deployed using S3 and AWS CloudFront with GitHub actions to automatically update any front-end changes I push to the site repository. I have also set up an AWS Lambda function to pull and update the view counter data from DynamoDB.

SOC Automation Lab: Integrated Wazuh, TheHive, and Shuffle for automated monitoring, alerting, and incident response. This lab provided great hands on experience in automating SOC workflows and integrating a Security Information and Event Management (SIEM) tool with a Security, Orchestration, Automation, and Response (SOAR) tool. I was able to set up automatic alerts for when malware like mimikatz is detected as well as an automated response to quarantine the machine and lock out the users Active Directory profile. I can now leverage this knowledge to improve incident response time and streamline investigations.

CERTIFICATIONS

- CompTIA Network+ CE - Obtained 04/26/2025
- CompTIA Security+ CE - Obtained 08/16/2025