

Sinwan Saeed

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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: 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

T Rowe Price

06/04/2024 - Present

Owings Mills, MD

- Assist end users with technical incidents within the scope in infrastructure operations, while providing effective communication to lay persons regarding technical issues.
- Incident Management: Incident data collection and ticket documentation using varying ServiceNow instances based on the ITIL framework for enterprise technology services.
- Applications supported include Salesforce, Amazon Connect, Concur, Microsoft Office 365 Suite, and Citrix Workspace

Help Desk Lead

Terrapin Tech @ UMD

02/19/2021 - 12/20/2023

College Park, MD

- Managed customer orders and hardware repairs using ServiceNow
- Repaired and re-imaged Apple and Dell devices
- Troubleshooting network issues in eduroam, SSO login, and student applications such Office 365 and adobe creative cloud

Desktop Governance & Compliance Intern

Navy Federal Credit Union

05/30/2023 - 08/05/2023

Vienna, VA

- Testing monthly software patches of corporate applications
- Tracked admin access during quarterly audit to ensure least privilege access
- Fulfilled and managed software requests using ServiceNow and Remote Desktop

PROJECTS

Explore - Unity Game: Players explored a labyrinth and fought enemies as they tried to collect the power ups before fighting the boss at the center of the labyrinth. I Created the 3D-maneuver script, animations, particle effects, and collision interactions. This was created with a team of three and was made for a high school fair and won favorite of the year.

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
- Working towards Security+