

Kiana Kiashemshaki

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Kiana Kiashemshaki | [Personal Website](#) | [GitHub](#)

Profile

Systems and IT Support professional with hands-on experience supporting Windows and Linux environments in production settings. Skilled in incident troubleshooting, system monitoring, patching, and identity and access management using Active Directory and Azure AD. Comfortable handling L2/L3 support tickets, analyzing logs, and following change and escalation procedures. Known for clear communication, reliable execution, and a strong ownership mindset in day-to-day IT operations.

EDUCATION

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|---|--------------------------|
| • Bowling Green State University | 2023-2025 |
| <i>M.S. in Computer Science specializing in Cybersecurity (GPA:3.8/4.0)</i> | Bowling Green, Ohio, U.S |
| • Azad University | 2015-2019 |
| <i>B.S. in Computer Engineering (GPA:4.0/4.0)</i> | Tehran, Iran |

EXPERIENCE

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|---|----------------------------|
| ◦ Redapple Digital Health, Inc. | Oct 2025 – Present |
| <i>Systems Support Intern</i> | Tustin, CA, U.S |
| * Supported day-to-day systems operations in a production IT environment. | |
| * Monitored system health and logs, escalating potential issues following defined workflows. | |
| * Assisted with patching, configuration updates, and routine operational maintenance. | |
| * Followed US-based IT processes, documentation standards, and change procedures. | |
| ◦ Bowling Green State University | Aug 2023 – May 2025 |
| <i>Graduate Teaching Assistant</i> | Bowling Green, OH, U.S |
| * Supported hands-on labs in Linux/Unix systems, process management, and memory concepts. | |
| * Assisted with network troubleshooting, TCP/IP fundamentals, and traffic analysis using Wireshark. | |
| * Helped debug system-level and networking issues in lab environments. | |
| * Communicated technical concepts clearly while handling multiple concurrent issues. | |
| ◦ Hamravesh | September 2021 – July 2022 |
| <i>Technical Support Engineer</i> | Tehran, Iran |
| * Delivered L2/L3 technical support for systems and infrastructure components in production environments. | |
| * Diagnosed and resolved complex system, network, and service-related issues. | |
| * Implemented monitoring and alerting to proactively identify operational problems. | |
| * Collaborated with internal teams to resolve incidents and reduce recurring operational problems. | |
| ◦ Erst Host | Jun 2020 – July 2021 |
| <i>Systems Support Engineer</i> | Tehran, Iran |
| * Supported Windows and Linux systems through patching, configuration updates, and operational maintenance. | |
| * Investigated system and service issues using logs and monitoring tools. | |
| * Automated routine administrative tasks using PowerShell and Bash. | |
| * Assisted in maintaining system stability and availability. | |
| ◦ Erst Host | July 2019 – Jun 2020 |
| <i>IT Support Engineer</i> | Tehran, Iran |
| * Provided technical support for Windows and Linux systems, resolving OS, application, and connectivity issues. | |
| * Assisted with system updates, configuration changes, and routine maintenance tasks. | |
| * Supported user access and basic identity management tasks under established policies. | |
| * Documented issues and resolutions to improve knowledge sharing. | |

SKILLS

- **Operating Systems & Systems Administration:** Windows Server, Windows 10/11, Ubuntu, Linux, Patch Management, System Hardening
- **Identity & Access Management:** Active Directory, Azure AD, Group Policy (GPO), RBAC, MFA, Account Provisioning, Remote Access
- **Networking & Infrastructure:** DNS, DHCP, TCP/IP, VPN, Routing, Firewall Rules, Network Troubleshooting, Wireshark
- **Automation & IT Tools:** PowerShell, Bash, Python, SCCM, Intune, Jamf, ServiceNow, Jira, Freshdesk
- **Cloud & Virtualization:** AWS (EC2, S3, IAM), Virtual Machines
- **Monitoring & Logging:** Windows Event Viewer, Server Monitoring, Log Analysis, Splunk (basic), Elastic Stack, Zabbix, Endpoint Security Support
- **IT Support & Operations:** Incident Management, Ticketing Systems, Root Cause Analysis, SLA Awareness, Change Management (basic)
- **Soft Skills:** Clear user communication, ticket ownership, practical documentation, cross-team collaboration, ability to explain technical issues in simple terms.