

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

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

EXPERIENCE

- **Redapple Digital Health, Inc.** Oct 2025 – Present
Systems Support Intern 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
Graduate Teaching Assistant 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.
- **Hamravesht** September 2021 – July 2022
Technical Support Engineer 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
Systems Support Engineer 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
IT Support Engineer 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.