Kiana Kiashemshaki

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in [Kiana Kiashemshaki](#) | 🌐 [Kianakia.com](#)

Profile

Detail-oriented and technically skilled IT Specialist with 3+ years of experience in system administration, endpoint support, automation, and DevOps environments. Adept at managing Windows/Linux infrastructure, scripting in PowerShell and Bash, resolving complex technical issues, and supporting CI/CD pipelines. Proven success in supporting enterprise applications, user access, and system monitoring. Holds a Master's in Computer Science and multiple industry certifications. Eager to contribute to IT operations, infrastructure reliability, and cross-functional technology projects.

EDUCATION

- **Bowling Green State University** — 2023-2025
  M.S. in Computer Science specializing in Cybersecurity — Bowling Green, U.S

EXPERIENCE

- **University of Washington** — *July 2025 – current*
  Research scientist — Washington, U.S
  * Investigating in the development of secure, automated system pipelines for electrical power systems.

- **Bowling Green State University** — *August 2023 – May 2025*
  Graduate Teaching Assistant — Bowling Green, U.S
  * Assisted in teaching Operating Systems and Network Architecture courses by leading lab sessions, grading assignments, and providing student support.

- **Hamravesh** — *September 2021 – August 2022*
  DevOps Engineer — Tehran, Iran
  * Built scalable infrastructure for distributed systems, optimizing reliability.
  * Containerized backend/frontend services using Docker; deployed with OpenShift.
  * Maintained and automated CI/CD pipelines using GitHub Actions and Jenkins.
  * Tuned Linux OS and reverse proxy configurations, improving response times by 30%.

- **Green Host** — *Jun 2020 – July 2021*
  Information Technology System Engineer — Tehran, Iran
  * Monitored server performance and provided infrastructure support across departments.
  * Developed scripts in Bash and PowerShell for automating system tasks.
  * Supported user account management and access provisioning.
  * Collaborated with teams to ensure system stability and documented infrastructure updates.
  * Performed log analysis and applied patch management for critical systems.

- **Green Host** — *July 2019 – Jun 2020*
  Information Technology System Administrator — Tehran, Iran
  * Managed Windows and Ubuntu systems, performing routine maintenance and updates.
  * Configured and maintained Active Directory, file servers, and group policy settings.
  * Provided user support for hardware/software issues and configured peripheral devices.
  * Administered DNS, DHCP, and basic firewall settings.

SKILLS

- **Systems:** Windows Server, Ubuntu, Linux CLI, Patch Management
- **User Management:** Active Directory, GPO, RBAC, Remote Access
- **Networking & Security:** DNS, DHCP, TCP/IP, VPN, Firewall Rules, Antivirus
- **Automation & Scripting:** Python, Bash, PowerShell
- **DevOps Tools:** Docker, GitHub Actions, Jenkins, OpenShift
- **Helpdesk & Tools:** ServiceNow, Jira, Freshdesk, Microsoft 365, Zoom, Slack
- **Monitoring & Logs:** Server Monitoring, SQL Logs, Reports, Troubleshooting
- **Soft Skills:** Communication, Documentation, Initiative, Cross-Team Support

HONORS AND INVOLVEMENT

- **Hackathon - 2nd Place** — *April 2025*
  BGSU - ACM
  * Built a mental health alert app "Piqniq" in a 24-hour team challenge.

- **Awarded Full Tuition Waiver in Department of Computer Science** — *August 2023 - May 2025*
  Bowling Green State University
  * Awarded full tuition waiver based on academic excellence as a graduate student.

- **Volunteer Pen Tester** — *April 2025 - current*
  Secure Signals Project
  * OWASP Top 10 testing & reports.