

Kiana Kiashemshaki

(415)-696-0546 | Sacramento, CA, 95630 | kkiana@bsgu.edu

 [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. Eager to contribute to IT operations, infrastructure reliability, and cross-functional technology projects. **Authorized to work in the U.S. — no visa or sponsorship required.**

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.
- Hamraves** 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.