

# Kiana Kiashemshaki

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## 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%.
- Erst 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.
- Erst 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.