Kiana Kiashemshaki

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in Kiana Kiashemshaki | 🌐 Personal Website | GitHub

Profile

Systems and Technical Support professional with hands-on experience supporting Windows and Linux environments in production IT settings. Skilled in systems operations, troubleshooting, monitoring, and identity and access management. Background includes L2/L3 technical support, patching, log analysis, and automation using PowerShell and Bash. Seeking a full-time Systems Support Engineer or Technical Support Engineer (L2/L3) role.

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.

- **Hamravesh** — *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

- **Systems:** Windows Server, Ubuntu, Linux, Patch Management
- **Identity & Access Managementt:** Active Directory, GPO, RBAC, MFA, Remote Access
- **Networking & Infrastructure:** DNS, DHCP, TCP/IP, VPN, Routing, Firewall Rules, Wireshark
- **Automation & Tools:** Python, Bash, PowerShell, SCCM, Intune, Jamf, ServiceNow, Jira, Freshdesk
- **Cloud & Virtualization:** AWS (EC2, S3, IAM), Azure AD
- **Monitoring & log:** Server Monitoring, SQL Logs, Event Viewer, Splunk (basic), Elastic, Log analysis, Zabbix monitoring, Endpoint security support
- **Soft Skills:** User support & communication, Documentation, Ownership mindset, Cross-team Support, Explaining technical concepts clearly