

Salar Farshi

salar.farshi@gmail.com

I bring over a decade of professional experience in IT support, systems coordination, and technical operations within federal environments, including the FAA and GSA. My background includes leadership roles, vendor and stakeholder coordination, project oversight, compliance work, and infrastructure support. I have a strong passion for IT and am seeking new opportunities for professional growth. I am looking to take the next step in my professional IT career.

EDUCATION

July 2024 - Expected Graduation 06/2026
Western Governors University, Bachelor's in
Information Security and Information
Assurance

CERTIFICATIONS

- CompTIA Project+
- CompTIA Security+
- CompTIA Network+
- The National Society of Leadership and Success
- ServiceNow IT Leadership Professional Certificate
- McAfee Institute Certified in Open-Source Intelligence (C|OSINT)
- EC-Council Certified Chief Information Security Officer
- EPA 608 Certification Type 1
- CompTIA A+
- Scrum Alliance Certified ScrumMaster
- TIL4 Foundation Certificate in IT Service Management
- EC-Council Certified Ethical Hacker

WORK EXPERIENCE

Journeyman Computer User Support Team Lead

Agile Defense Inc/Supporting GSA April 2021 - Current

- Provide user support for issues with Windows 10 and 11, macOS, iOS, and Android systems using management tools such as MaaS360, Active Directory, Bomgar, Big Fix, Jamf, Help One, Verizon & AT&T administration portals.
- Support a myriad of applications such as Citrix, Citrix Virtual Desktop, MS Office, G Suite, Salesforce, Browsers, Adobe, Zscaler, Cisco VPN, Foxit, OpenText, NetIQ, and more.
- Collaborated with Tier 3 teams on complex issues ranging from cellular carrier misconfigurations to agency-wide service outages.
- Managed a team of Junior to Senior technicians, providing mentorship and opportunities for improvement through one-on-one coaching.
- Designed, implemented, and updated Knowledge base articles for both users and technicians.
- Designed and implemented reporting in ServiceNow.
- Created and maintained automation in ServiceNow, providing ongoing testing to ensure requests remained functional.
- Responding to and categorizing security incidents such as lost/stolen devices, possible malware, insider threat incidents, and phishing.

IT Service Desk Associate Tier 2

SAIC/Supporting GSA and FAA Jan 2016 – March 2021

- Provided support for all GSA and FAA issued hardware, including laptops and networking infrastructure, and assisted with end-user software such as Microsoft Office, Oracle, Windows, and proprietary applications.
- Responding to phone calls, chats, and emails in a timely manner to provide an expeditious

resolution.

- Generate reports to track performance and analyze trends.
- Use ServiceNow to manage and process support actions and requests.

Business Intelligence Analyst

Blackboard Student Services October 2012 – Jan 2016

- Gathered, evaluated, and interpreted information from a range of sources to identify potential threats, assess risks, and support informed decision-making.
- Analyzed complex data sets, recognizing patterns or anomalies, and producing clear, actionable intelligence reports.
- Collaborated closely with other analysts and stakeholders to ensure timely and accurate insights that contributed to strategic planning, operational effectiveness, and security objectives.

ADDITIONAL SKILLS

- Operating systems: Windows, macOS, iOS, and Android
- Programming and scripting languages: Python, MySQL, Bash, Windows CMD, and PowerShell
- Software, applications, and others: MS Office Suite, Google Suite, Active Directory, NetIQ, Adobe Acrobat, Adobe Illustrator, Inkscape, 3D Printing, CNC, BigFix, MaaS360, EnCase, JamF, AT&T Premier, Help One, Cisco Unity, Service Now, Sales Force, Parature, Pentaho, RDP, Citrix, VPN, TCP/IP, Zscaler, DNS, Wireshark, HIPPA, NIST 800-53, Soft Skills, and effective communication of technical concepts.