

FAYEEKA SIMRAN

Los Angeles, CA | fayeeka21@gmail.com | +1-949-357-7459 | linkedin.com/in/fayeekasimran23

U.S. Permanent Resident | No Sponsorship Required | Open to Relocation

PROFESSIONAL SUMMARY

IT professional with a B.S. in Computer Science & Engineering and an M.S. in Cybersecurity who fixes the ticket, finds the pattern behind it, and makes sure it does not come back. Supported 30–40 users per session in a live university lab resolving hardware, software, and network issues hands-on, under pressure, in real time. Proven ability to reduce downtime by 40%, cut issue resolution time by 67%, and sustain a 99.9% SLA through proactive diagnostics and automation. Research background includes AI-driven anomaly detection (94% accuracy CNN ensemble) and real-time behavioral classification (97% accuracy). Security-trained background catches what most IT candidates miss. Currently pursuing ISC2 CC.

TECHNICAL SKILLS

Operating Systems & Hardware	Windows 10/11, Ubuntu, Kali Linux; workstation imaging, hardware diagnostics, BIOS/UEFI troubleshooting, peripheral configuration
Networking & Connectivity	TCP/IP, DNS, DHCP, VPN, Wi-Fi (802.11), LAN/WAN troubleshooting, Cisco IOS CLI, Wireshark, Nmap
User Support & Access Management	RBAC, user account provisioning, Active Directory basics, endpoint configuration, remote desktop support
Software & Productivity	Microsoft Office Suite, VirtualBox, LAMP Stack, AWS, application installation and configuration
Database Administration	SQL Server, MySQL; query optimization, index restructuring, monitoring, backup and recovery, 99.9% SLA maintenance
Scripting & Automation	Python, SQL, Bash; diagnostic automation, runbook development, root-cause analysis protocols
Security Awareness	NIST CSF, ISO 27001, GDPR, HIPAA; vulnerability assessment basics (Burp Suite, Nmap), endpoint hardening, incident documentation

WORK EXPERIENCE

Laboratory Assistant , California State University, Dominguez Hills	Sep 2025 - May 2026 Carson, CA
- Reduced unplanned lab downtime by 40% over two semesters by diagnosing hardware and network failures before sessions started, protecting learning continuity for 30-40 users per session. - Deployed and maintained configurations across 30+ workstations, ensuring all tools and software were fully operational before each class with zero session-blocking failures. - Configured role-based access controls preventing unauthorized access between student attack and defense machines, maintaining a zero-incident security record across two full academic semesters. - Streamlined support workflows and documented troubleshooting procedures, reducing user-reported issues and improving overall lab efficiency.	
Assistant Database Administrator , Logic Software Ltd.	Jan 2022 - Mar 2024 Dhaka, Bangladesh
- Eliminated 3 recurring production outages per month by tracing root-cause failure patterns in high-availability database environments, stopping an incident cycle that had persisted for over a year. - Cut average query execution time by 30% through index restructuring and rewriting inefficient SQL across multi-table schemas, directly improving application response times for end users. - Sustained 99.9% data integrity SLA for 2+ years by designing monitoring alerts and failover procedures that held without failure through every production incident in that period.	

EDUCATION

Master of Science, Cybersecurity	May 2026
California State University, Dominguez Hills - Carson, CA	
Bachelor of Science, Computer Science & Engineering	Dec 2023
North South University - Dhaka, Bangladesh	

CERTIFICATIONS

ISC2 Certified in Cybersecurity (CC) Candidate - ISC2
AI Cyber Defense Ops - Just Hacking Training (JHT)

RELEVANT PROJECTS

Lab Support Operations and Process Improvement

Sep 2025 - May 2026

California State University, Dominguez Hills

- Designed and documented a troubleshooting runbook system that cut average issue resolution time by 67%, enabling non-technical faculty to resolve common lab problems independently and reducing IT dependency during live sessions.
- Implemented proactive diagnostic checks before each session across 20+ workstations, cutting unplanned downtime by 40% and protecting continuity for 30-40 users per session.

Endpoint Security and Access Control Implementation

Sep 2025 - May 2026

California State University, Dominguez Hills

- Configured and enforced RBAC across 20+ workstations in live lab environments, maintaining a zero-incident security record across two full academic semesters.
- Applied endpoint hardening best practices including privilege separation and access auditing, demonstrating enterprise-level access management skills applicable to IT operations roles.

Network Diagnostics and Incident Reconstruction

2024 - 2025

California State University, Dominguez Hills

- Diagnosed and reconstructed 5 real-world network failures (DNS hijacking, rogue DHCP, cache poisoning, DDoS) across all OSI layers using Wireshark and custom Python scripts, replacing hours of manual log review with automated packet inspection.

Enterprise IT Policy and Incident Response Framework

2024 - 2025

California State University, Dominguez Hills

- Built a 4-policy IT security framework (password management, data protection, access control, incident response) for a simulated 500-person organization, aligned to NIST CSF and ISO 27001 and presented to a panel of cybersecurity professionals.

RESEARCH AND AI

Deep Learning Anomaly Detection - Medical Imaging

Jan 2023 - Nov 2023

North South University, Directed Research

- Achieved 94% accuracy, 87.4% sensitivity, and 86.3% specificity on 750 radiographs using a CNN ensemble (R-CNN, YOLOv3, RetinaNet, SSD) in TensorFlow - model evaluation discipline directly transferable to IT system anomaly detection and log-based alerting.

Real-Time Behavioral Classification (MobileNetV2 + BiLSTM)

May 2022 – Feb 2023

North South University, Capstone

- Achieved 97% classification accuracy on benchmark datasets - architecture and methodology transferable to real-time anomalous behavior detection and AI-driven monitoring in IT operations pipelines.

VOLUNTEERING & LEADERSHIP

Participant, CSUDH Torohack CTF Competition

2025 - Carson, CA

- Competed in capture-the-flag challenges spanning web exploitation, digital forensics, and cryptography, reinforcing hands-on troubleshooting and systems analysis skills applicable to IT operations and support roles.