Adam Shaban

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EDUCATION

University of South Florida Tampa, FL, December 2025
Degree: Bachelors in Cybersecurity | **GPA:** 3.82/4.00, Graduated Magna Cum Laude

Certifications: CompTIA ITF+ (January 2025), CompTIA Security+ (October 2025), CompTIA Network+ (February 2026), CompTIA CySA+ (June 2026), Centri Blue Team Level 1 (July 2026), HackTheBox CJCA (*Work in Progress*)

SKILLS

Security Operations & Tools: Splunk, SIEM Alert Triage, Log Analysis, Windows Event Logs, Incident Investigation, Digital Forensics, Phishing Analysis, Network Traffic Analysis, Wireshark, Nmap, Burp Suite, Metasploit, WPScan

Systems, Networking & Support: Windows, macOS, Linux/Ubuntu, Active Directory, DNS, Wireless Segmentation, Access Control, Least Privilege, Endpoint Hardening, Device Imaging, Firmware Updates, Docker, Pi-hole, Unbound, Tailscale, AutoTask, Zendesk, Hardware Diagnostics, Technical Documentation

WORK EXPERIENCE

AlignLayerNine – IT Support Specialist North Chicago, June 2026 – Present

- Provide Tier 1 technical support for day-to-day technology issues across multiple school buildings, managing multiple projects and supporting staff and student-facing services.
- Troubleshoot laptops, iPads, macOS devices, and Windows PCs, resolving hardware, software, connectivity, and user-access issues.
- Image, inventory, and track devices during refresh cycles, new-hire onboarding, and routine equipment updates.
- Manage support tickets with documentation, escalating complex issues to ensure a timely and smooth handoff

Long Range Systems – Technical Support Remote, September 2024 – June 2026

- Managed high-volume support tickets and real-time phone support for restaurants, food courts, and hotel clients, resolving paging, table-tracking, connectivity, and setup issues.
- Documented troubleshooting steps, resolutions, escalations, ticket IDs, customer activity, issue types, and resolution status in ticketing systems and Excel-based service logs.
- Escalated hardware and unresolved issues with clear handoff documentation, while training customers on antennas, repeaters, gateways, charging, and RFID table programming.

SME IT Networks Limited – Security Consultant Remote, December 2025 – June 2026

- Identified and addressed server room risks by recommending improvements to ventilation, physical access controls, and cabling organization.
- Improved network and endpoint security by separating guest and internal wireless networks, updating firmware, replacing outdated systems, restricting unauthorized USB use, and enforcing Active Directory password policies.
- Resolved workstation hardware faults and reduce Sage access risk by removing unnecessary privileges and aligning permissions with least-privilege principles.

TECHNICAL PROJECTS & LAB EXPERIENCE

Home Lab Server

- Built a private, no-open-ports remote-access mesh with Tailscale, routing DNS through Pi-hole + Unbound to block ads, trackers, and malicious domains while avoiding third-party DNS.
- Containerized self-hosted services including Nextcloud and Immich, automated weekly redeploys/patching, and maintained a Kali Linux VM for HackTheBox and internal network testing.

Whitehatters Computer Security Club @ USF

- Participated in cybersecurity club meetings, completing CTF challenges, writeups, and club-built scenarios.
- Collaborated on CTF walkthroughs and peer troubleshooting while practicing Linux, networking, basic web exploitation, and physical penetration testing concepts.