# HANS SAI

**Systems Administrator | Active Directory & Endpoint Management | Security+ | Active Secret Clearance**

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## PROFESSIONAL SUMMARY

Cleared Systems Administrator with 5+ years of hands-on IT operations experience across military healthcare and civilian environments: Active Directory administration, endpoint imaging and deployment for 150+ systems, and high-volume technical support (1,000+ tickets/year). Completed a B.S. in Computer Science with a Cybersecurity focus (Liberty University, May 2026) and holds an active Secret clearance plus CompTIA Security+ certification. Builds and documents real automation and security tooling outside of work to extend infrastructure experience into applied security, not just coursework. Looking to grow from systems administration into security-adjacent infrastructure or junior security engineering roles.

## CORE TECHNICAL SKILLS

**Identity & Systems Administration:** Active Directory, AD Domain Services, Group Policy (GPO), Windows Server, RSAT, user provisioning/offboarding, print server administration

**Endpoint & Infrastructure:** SmartDeploy imaging, PXE Boot, SCCM/MECM, workstation/laptop/thin-client deployment, asset inventory management, patching

**Security & Compliance:** Endpoint protection, least-privilege enforcement, access control, HIPAA-aligned data handling, security patching, VLANs, basic firewall/switch troubleshooting

**Scripting & Automation:** PowerShell, Python, Bash, SQL, C++, Java, JavaScript

**Virtualization:** VMware, VirtualBox, VM deployment and snapshot management

**ITSM & Tools:** ServiceNow, Remedy, ITOM/ITSM/ITBM, HRSD platforms, BeyondTrust/Bomgar, Power BI, Microsoft 365

## PROFESSIONAL EXPERIENCE

### IT Support Associate II, Operations Technology (Ops Tech)
**Jul 2026 - Present**

*Amazon - South Jersey, NJ*

- Provide Tier 1/2 technical support for IT equipment (scanners, workstations, network printers, kiosks) across a high-volume Amazon Operations Technology fulfillment site
- Own allocation, maintenance, and troubleshooting for 300+ operations technology endpoints spanning multiple buildings, coordinating with facilities and network teams to resolve issues within SLA
- Support remote users and cross-building requests in a fast-paced, round-the-clock operations environment
- Document recurring issues and contribute standard operating procedures to the site's internal knowledge base to speed future resolution

### IT Support Technician
**Mar 2025 - Aug 2026**

*Shoppers World & Forman Mills Corp - South Jersey, NJ*

- Delivered on-site IT support across multiple South Jersey retail locations, covering POS systems, network switches/access points, and back-office hardware
- Diagnosed and resolved hardware, software, and connectivity issues, closing 500+ tickets through corporate ticketing workflows
- Maintained a loaner equipment pool and coordinated third-party vendor repairs to minimize store downtime during hardware replacement
- Supported equipment rollouts and new register/kiosk installations, partnering with corporate IT on rollout schedules and escalating complex cases

### IT Systems Administrator | Health Services Administrator
**Jan 2021 - Present**

*U.S. Air Force Reserve - 87 MDG / 514 AMDS, JBMDL McGuire, NJ (AFSC 4A0X1S, part-time/concurrent with civilian roles)*

- Administer Active Directory for user provisioning, account unlocks, and Group Policy enforcement across a secure medical network
- Reimaged and deployed 150+ computers using SmartDeploy and PXE Boot; decommissioned 150+ legacy systems to maintain compliance
- Resolve an average of 12-15 Level 2 support tickets daily (1,000+ annually): system crashes, network connectivity, Active Directory access, and printer issues
- Prepare, file, and safeguard patient health records, including admission/discharge/transfer documentation and TRICARE enrollment, maintaining full HIPAA and Privacy Act compliance
- Compile statistical and workload reports (staffing, bed occupancy, records volume) to support quarterly budget and manpower planning

- Built a QR-code-based clinic tracking system and an encrypted HIPAA-compliant records workflow that cut patient check-in time and safeguarded patient data
- Trained 80+ personnel on emergency response and readiness-tracking procedures for deployment operations

**Organization Technology Pro | Department Manager** **Sep 2019 - Mar 2025**

*McDonald's - Fredericksburg, VA & Medford, NJ*

- Provided frontline IT support for POS systems, kiosks, printers, and back-office hardware across two high-traffic locations
- Installed, configured, and maintained restaurant IT systems, including routers, terminals, and mobile payment devices; reduced technology downtime 25% through proactive maintenance
- Managed scheduling, payroll, and inventory for a 15-plus person crew while ensuring compliance with corporate and local policy; decreased scheduling conflicts 30% through improved forecasting
- Trained new crew members on POS troubleshooting basics, reducing manager-escalated technical issues
- Collaborated with corporate IT and regional managers to align local systems with broader ITSM support models

## TECHNICAL PROJECTS

**Log Correlator SIEM** **Python**

Correlates sequences of events across two log sources — a burst of failed SSH logins followed by a success from the same IP is one escalated incident, not two unrelated alerts — mirroring real detection-engineering rule chains. Five rules mapped to MITRE ATT&CK technique IDs; renders a self-contained HTML dashboard, zero runtime dependencies.

*github.com/Spairkie/log-correlator-siem*

**AD Security Auditor** **PowerShell**

Audits Active Directory security posture entirely offline from exported CSV data: stale accounts, password hygiene, unapproved privileged-group membership, outdated OS versions, and duplicate SPNs. No live domain connection required. Renders a dark-themed HTML report plus CSV/JSON export. Pester tested, 7 security checks.

*github.com/Spairkie/ad-security-auditor*

**Phishing Email Analyzer** **Python**

Statically analyzes raw .eml files for phishing indicators: SPF/DKIM/DMARC failures, lookalike and homoglyph domains, link-text/href mismatches, urgency language, and double-extension executables. Weighted score with plain-language explanations. Fully offline, never visits links or executes attachments. 46 tests passing, zero dependencies.

*github.com/Spairkie/phishing-email-analyzer*

**AD & Endpoint Automation Toolkit** **PowerShell**

Scripts for Active Directory user provisioning/offboarding, stale-account cleanup, and endpoint compliance auditing. Every write action supports -WhatIf and produces a log plus a CSV report.

*github.com/Spairkie/ad-automation-toolkit*

**WinLog Threat Hunter** **Python**

Parses exported Windows Security/Sysmon events and flags brute-force logons, privilege escalation, and admin-persistence patterns, each mapped to a MITRE ATT&CK technique. 25 tests passing.

*github.com/Spairkie/winlog-threat-hunter*

**Helpdesk Ticket Analytics** **Python**

Turns a raw helpdesk ticket export into SLA compliance, resolution-time, and backlog-aging metrics with an HTML report and dependency-free inline SVG charts. 14 tests passing, zero dependencies.

*github.com/Spairkie/helpdesk-ticket-analytics*

**JotRelay** **JavaScript**

Real-time encrypted collaborative notepad: shareable editable or read-only links, QR codes, presence and typing indicators, offline drafts, and a PWA install with an OS-level share target. Vanilla JS, no framework or build step.

*github.com/Spairkie/JotRelay*

## EDUCATION

B.S., Computer Science, Cybersecurity Focus - Liberty University, Lynchburg, VA - May 2026

CCAF A.A.S., Health Information Technology & Services Management - Community College of the Air Force, San Antonio, TX - 2021

## CERTIFICATIONS & CLEARANCE

CompTIA Security+ (Active) | Active DoD Secret Clearance (U.S. Air Force Reserve)

CompTIA IT Fundamentals+ | Microsoft Technology Associate (MTA)

Basic Life Support (BLS) & CPR Certified | Air Force Continuous Process Improvement & Six Sigma Green Belt