

SEPEHR KIANINASAB

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PROFILE

Systems Administrator and Infrastructure Support Specialist with hands-on experience supporting 400+ users across remote and on-site environments for 12+ SME clients. Strong background in Windows Server administration, Active Directory, Microsoft 365, Exchange/Outlook support, VMware ESXi, virtualization, vulnerability remediation, patching, endpoint hardening, infrastructure troubleshooting, and production IT operations. Experienced in handling day-to-day incidents, server maintenance, evidence collection, and operational support while maintaining SLA requirements.

PROFESSIONAL EXPERIENCE

System Administrator | AmaltiTek Inc - Multiple SME Clients | Montreal & Remote 2025 - Present

- Deliver systems administration and infrastructure support for 12+ SME clients, supporting 400+ users across hybrid remote and on-site environments.
- Administer Windows Server, Active Directory, Group Policy, user/group management, access control, and server maintenance tasks.
- Perform vulnerability remediation by coordinating patching, software upgrades, security configuration changes, and post-remediation evidence collection.
- Manage Microsoft 365 services, including Exchange Online, Entra ID, Intune, Outlook, Teams, OneDrive, and SharePoint administration.
- Support VMware ESXi, Proxmox, and Hyper-V environments, including VM builds, resource allocation, template-based deployments, VMware Tools maintenance, and performance troubleshooting.
- Monitor infrastructure, backups, endpoint compliance, and security health across client environments using RMM, EDR/XDR, and vulnerability management tools.
- Support server hardening and compliance activities by applying updates, reviewing configurations, removing unnecessary software, and documenting results.
- Provide hands-on infrastructure and hardware support, including server installation, rack mounting, component replacement, firmware support, and iLO/iDRAC remote management.
- Troubleshoot infrastructure issues involving Windows, workstations, VPN, secure remote access, DNS/DHCP, firewalls, and network segmentation within SLA requirements.
- Automate patching, application deployment, reporting, and routine administration using PowerShell and RMM platforms.

IT Support Specialist | AmaltiTek Inc - Multiple SME Clients | Montreal & Remote | 2024 – 2025

- Supported Microsoft 365 services including Outlook, Teams, OneDrive, SharePoint, and user account administration across client environments.
- Provided end-user, workstation, printer, phone, and application support across remote and on-site environments while maintaining service quality and SLA expectations.

- endpoint troubleshooting, software deployment, security updates, VPN access, device preparation, and basic infrastructure support tasks.

TECHNICAL SKILLS

Core Infrastructure & Microsoft Administration

Windows Server; Active Directory; Group Policy; Microsoft 365; Exchange Online; Entra ID; Intune; hybrid identity; user and group administration; endpoint management; configuration profiles; compliance policies; application deployment.

Virtualization & Server Platforms

VMware ESXi; vCenter; Proxmox; Hyper-V; VM creation and configuration; template-based deployments; VMware Tools; resource monitoring; performance troubleshooting.

Security & Vulnerability Remediation

Qualys VMDR; vulnerability remediation and validation; endpoint hardening; security baseline enforcement; compliance evidence collection; SentinelOne; FortiEDR; FortiClient.

Networking & Remote Access

VPNs; firewalls; TCP/IP; DNS; DHCP; VLANs; network segmentation; routing and switching fundamentals; wireless AP deployment and troubleshooting; Twingate zero-trust remote access.

Automation & IT Operations

PowerShell; RMM platforms; monitoring; patching; remote support; backup and recovery support; Power Automate; n8n; workflow automation, approvals, triggers, and integrations.

Additional Technical Experience

Linux server administration; Docker; Raspberry Pi service hosting; Nextcloud and self-hosted services; Apple Business Manager; MDM enrollment and device management; macOS and iOS/iPadOS device administration; Dell/HP server and workstation support; firmware updates; hardware troubleshooting.

CERTIFICATIONS, BADGES & TRAINING

- Fortinet Certified Associate Cybersecurity (FCA)
- Fortinet Certified Fundamentals Cybersecurity (FCF)
- CCNA: Enterprise Networking, Security, and Automation
- Cisco Small and Medium Business Engineer
- Cisco Small and Medium Business Sales
- Microsoft MD-102 Endpoint Administrator - hands-on training and lab implementation (in progress)
- SANS FOR500 - Windows Forensic Analysis (course completed)

EDUCATION

Diploma of College Studies (DEC) - Network and Security Management, 3-year program

LaSalle College, Montreal