

Arhaan Nair

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Summary

IT and Cybersecurity student with hands-on experience in technical support, system imaging, hardware/software deployment, and user training. Proven ability to troubleshoot and resolve issues efficiently in fast paced enterprise environments. Skilled in managing Windows systems, assisting with IT rollouts, and supporting infrastructure initiatives. Eager to contribute strong technical and customer service skills to optimize IT operations.

Education

B.S. in Information Technology Arizona State University, Ira A. Fulton School of Engineering – Mesa, AZ	Expected May 2026 GPA: 4.0/4.0
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Certificate in Cybersecurity Hands-On Problem Solving (CHOPS)

May 2025

- Designed and implemented advanced security solutions, including network segmentation, intrusion detection systems (IDS), and access control policies.
- Collaborated with a team to analyze and mitigate sophisticated attack scenarios, including ransomware, phishing, and lateral movement.

Skills

Technical Skills: Active Directory, Network Security, VPN Configuration, Firewall Management, Vulnerability Scanning, AWS Security, Windows Server Administration, Linux Administration.

Soft Skills: Problem-Solving, Leadership, Team Collaboration, Critical Thinking, Attention to Detail, Communication

Professional Experience

Deskside Support Assistant , Enterprise Technology Deskside Services at ASU – Mesa, AZ	July 2025 – Present
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- Provided deskside and remote support for 100+ end-user devices, addressing system errors, application issues, and peripheral malfunctions to maintain daily operational continuity.
- Logged and resolved 25+ support requests monthly in ServiceNow, balancing technical accuracy with clear, user-friendly communication to guide faculty and staff through solutions.
- Contributed to campus-wide tech refresh projects by imaging, upgrading to Windows 11, deploying, and configuring 60+ workstations, reducing setup time by 30% for new and returning employees.
- Supported 20+ academic and administrative events by setting up and managing AV systems, resolving on-site issues in real time to ensure 100% event continuity and minimal downtime.

ITS Deskside Support Specialist , Arizona Department of Health Services – Phoenix, AZ	May 2025 – August 2025
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- Assisted with 100+ device deployments, including imaging, configuration, and updates to support seamless onboarding and system upgrades.
- Resolved 20+ technical support tickets monthly, consistently maintaining a 95% satisfaction rate through timely and effective troubleshooting.
- Delivered weekly one-on-one and group training sessions, improving staff proficiency with systems such as Office 365, VPN, and asset tracking tools.
- Contributed to mobile device rollout for two departments and helped document standard operating procedures to enhance team response time by 20%.

Learning Assistant , Fulton School of Engineering at ASU – Tempe, AZ	September 2024 – June 2025
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- Supported 100+ students across multiple sections, boosting quiz scores by an average of 15% through weekly tutoring and targeted academic guidance.
- Designed and delivered lesson support material, leading to increased engagement and stronger comprehension in core IT and networking concepts.

Student Organizations & Leadership

Officer , Cyber Sphere Club at ASU – Tempe, AZ	February 2024 - Present
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- Coordinated 10+ cybersecurity-focused events, including interactive workshops, CTF competitions, and industry speaker sessions, impacting 150+ students across discipline.
- Fostered partnerships with industry mentors and faculty, contributing to a 40% increase in club membership and improved access to internships and certifications.

Camp Counselor , Fulton School of Engineering at ASU – Tempe, AZ	Summer 2024
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- Led over 10 team-building workshops and activities for 100+ incoming engineering students to enhance collaboration, adaptability, and interpersonal communication skills.
- Mentored a cohort of 20+ first-year students, resulting in a smoother transition to university life and increased engagement with academic and extracurricular resources.