

RASHEED FARHAT

IT SUPPORT · TECHNICAL SUPPORT · SERVICE DESK

Rochester, MN · 507-460-5070 · rasheedfrht@gmail.com · rasheedfarhat.github.io/support

IT support technician holding Cisco IT Essentials, a Cisco Networking Academy CCNA, and a Linux Professional Certification. 17 months as first point of contact for a college department of 300+ students, faculty, and staff, handling 20 to 30 requests a day across walk-up, phone, and email on Windows, macOS, hardware, peripherals, and wireless. Escalates with the diagnosis attached rather than the symptom, and documents fixes so recurring issues stop coming back.

SKILLS

End-User Support: Windows 10 and 11, macOS, desktop and laptop troubleshooting, peripherals, software installation and configuration, Microsoft Office and Outlook, WLAN diagnosis, TeamDynamix ticketing, request intake, prioritization, tracking, escalation, live walkthroughs, and user education

Systems and Networking: Linux, TCP/IP, DHCP, DNS, VLANs, routing, switching, wireless LAN, Docker, virtualization with VMware, VirtualBox, and UTM, single sign-on and account provisioning in self-hosted projects

Automation and Documentation: Python, Bash, basic PowerShell, SQL and PostgreSQL, Git, REST APIs, automated testing, runbooks, knowledge-base articles, and procedural references

EXPERIENCE

STEM Office Help Desk, Butte College

Oct 2023 to Feb 2025

Oroville, CA

- Served as first point of contact for a STEM department of 300+ students, faculty, and staff, handling 20 to 30 requests a day at the walk-up desk, by phone, and over email, and tracking every case through TeamDynamix independently.
- Troubleshoot Windows 10, Windows 11, and macOS machines, software, hardware, peripherals, Microsoft Office and Outlook, and wireless connectivity, plus password resets and account unlocks in the campus self-service portal.
- Escalated complex cases with the investigation already documented, including what had been tried and ruled out, rather than forwarding the original report.
- Walked users through fixes live at the desk and over the phone, explaining causes and next steps to people with widely different technical backgrounds, then confirmed the fix held before closing the request.
- Wrote 10 or more troubleshooting guides and procedural references the office worked from, tracking which issues recurred so patterns stayed visible.

Founder and President, Cybersecurity Club, Butte College

2021 to 2024

- Founded the club and grew it to 40 members before graduating, petitioning the college for funding, running the fundraising that covered competition entry and supplies, and teaching members who arrived with no technical background.

Cybersecurity Mentorship Program, CrowdStrike

Oct 2024 to Apr 2025

Remote mentorship program, not a paid role

- Investigated endpoint and system issues in simulated Windows and Linux environments, traced symptoms to root cause, and documented findings and handoffs under senior mentorship.

TECHNICAL PROJECTS

Assertion Desk I SAML/SSO Failure Diagnosis

2026

Python, Keycloak, GitHub Actions

- Built a diagnosis pipeline for federated sign-in failures that runs deterministic checks first and blocks any AI-drafted explanation from publishing unless it points at a check that actually failed.
- Closed 55 recorded SAML scenarios with the failed condition and the evidence that proved it, not "SSO was broken."

Configuration Validation and Deployment Tooling

2025 to 2026

Python, REST APIs, GitHub Actions

- Built a deployment client that authenticates, recovers from an expired session after a 401, previews every change in dry run, and refuses a change with a larger blast radius than expected, validated by 87 automated tests.
- Found an interface reporting success on writes it was silently discarding, then added a verification step so a success response was never taken at face value again.

EDUCATION AND CERTIFICATIONS

Associate of Science, Cybersecurity and Information Assurance, Butte College · Aug 2021 to Dec 2024

Dean's List, 4.0 GPA, Spring 2024 · Concurrent coursework at California State University, Chico · Relevant coursework: PCs and Peripherals

Certifications: Cisco IT Essentials · Cisco Networking Academy CCNA: Switching, Routing and Wireless Essentials · Linux Professional Certification (Butte College) · CompTIA Security+ · CompTIA CySA+ · CompTIA Security Analytics Professional · AWS Cloud Practitioner in progress