

Abishek Lakandri

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Objective: Cybersecurity-focused IT professional and U.S. Navy veteran with hands-on experience in enterprise IT operations, Active Directory administration, network troubleshooting, and endpoint security. Active CompTIA Security+ certified with practical exposure to identity access management, patch management, and incident response support in large-scale environments. Seeking to advance into a Cybersecurity Operations role to strengthen expertise in infrastructure defense, threat detection, and cloud security.

Experience:

Information Systems Analyst / IT Support (PMO)

Department of Public Health IT PMO

Feb 2025 - Jan 2026

- Supported internal IT teams by configuring collaboration tools including Microsoft Teams, SharePoint, and Planner to support operational workflows.
- Assisted with system access requests, permissions management, and technical troubleshooting related to Microsoft 365 services.
- Developed and maintained technical documentation, SOPs, and user guides to support consistent IT service delivery.
- Provided technical support and follow-up for internal stakeholders, ensuring timely resolution of system and access issues.

Supported data validation and reporting activities using Power BI to improve visibility into IT operations and project status.

IT Operations Technician (Tier I/II)

Department of Public Health, San Francisco, CA

Jan 2024 - Feb 2025

- Provisioned, configured, and maintained Windows 10/11 enterprise endpoints in an environment supporting 8,000+ users across clinical and administrative departments.
- Installed, configured, and supported Windows Server environments, including Active Directory domain services, user account management, group policy configuration, and

access control enforcement.

- Administered Active Directory objects (users, computers, security groups, OU structures) to support onboarding, role transitions, and secure offboarding processes.
- Enforced least-privilege access principles through permissions management across file shares, network resources, and Microsoft 365 services.
- Supported server-related operations including authentication troubleshooting, domain join issues, GPO application, and DNS resolution problems.
- Troubleshooting networking issues involving TCP/IP, DNS, DHCP, VPN connectivity, and domain authentication across wired and wireless enterprise networks.
- Utilized SCCM and enterprise endpoint management tools to deploy security patches, system updates, and software installations in compliance with organizational security standards.
- Responded to and documented security-related incidents including malware detections, account lockouts, suspicious login behavior, and endpoint security alerts.
- Assisted with endpoint hardening and compliance validation to ensure systems met enterprise security baseline requirements.
- Used remote management tools (Remote Desktop, remote support platforms) to securely resolve incidents while maintaining audit trail documentation.
- Collaborated with infrastructure and security teams during device refreshes, system upgrades, and enterprise technology rollouts.
- Documented technical resolutions and security-related troubleshooting steps within service management systems to support knowledge sharing and incident tracking.

Electrician / IT Support (Military Service)

US Navy, Gulfport, Mississippi, United States

Sep 2019 - Sep 2023

- Maintained and troubleshot electrical and technical systems in mission-critical environments, adhering to strict safety, security, and compliance standards.
- Interpreted technical schematics, system diagrams, and documentation to diagnose and resolve equipment issues.

- Supported communications equipment, access controls, and basic IT systems in coordination with IT personnel.
- Applied structured troubleshooting methodologies, documentation practices, and teamwork to resolve issues under time constraints.
- Earned multiple IT and cybersecurity certifications while on active duty, demonstrating initiative and technical growth.

Customer Service Specialist
Chelsea Inn, San Francisco, CA
Aug 2018 - Aug 2019

- Provided front-line customer service in a fast-paced environment, resolving guest issues calmly and professionally under time-sensitive conditions.
- Demonstrated strong communication, conflict resolution, and problem-solving skills when working with diverse individuals.
- Maintained accuracy, discretion, and professionalism while handling sensitive situations and information.

Joint Secretary & IT Support
Nepali Association of Northern California (NASO)
04/01/2024- Present

- Provided volunteer IT support for a nonprofit organization, including website administration, basic system troubleshooting, and technical assistance for events and programs.
- Supported end users with access issues, basic troubleshooting, and technology setup.
- Assisted with maintaining digital tools used for communication, outreach, and organizational operations.

Education:

Bachelor of Science, Computer Science (In Progress)

University of San Francisco

Senior Standing | Expected Graduation: **August 2027**

- Transferred to the University of San Francisco as a senior in Computer Science.
- Completed upper-division coursework aligned with information systems, networking, and cybersecurity fundamentals.

Computer Science Coursework (Transfer Program)

City College of San Francisco

January 2024 – December 2025

- Completed core coursework in computer science and mathematics supporting transfer into a bachelor's program.
- Focused on building a strong foundation in programming, analytical thinking, and technical problem-solving prior to transfer.

Computer Information Systems Program

California Institute of Arts & Technology

November 2022 – November 2023

- Completed a comprehensive program covering cloud computing, networking, and cybersecurity fundamentals.
- Earned multiple industry-recognized IT and cybersecurity certifications.
- **Program Completed** (Certificate in Computer Information Systems).

SANS Cyber Academy Recipient (Merit-Based Scholarship)

SANS Institute

- Awarded a competitive SANS Institute scholarship valued at over \$22,000.
- GIAC Foundational Cybersecurity Technologies (GFACT) – Completed

- GIAC Security Essentials (GSEC) – Completed
- GIAC Certified Incident Handler (GCIH) – In Progress

Certifications:

- CompTIA A+
- CompTIA Network+
- CompTIA Security+
- SANS GFACT
- Google Cybersecurity
- Cisco CCNA
- SANS GSEC
- Upcoming SANS GCIH
- Coursera : Microsoft Power BI Data Analyst

Skills:

- IT Operations and Troubleshooting
- Electrical Systems Maintenance and Repair
- Customer Service and Support
- Cloud Computing, Networking, and Cybersecurity
- HTML, CSS, Java, Javascript, Python
- Penetration Testing
- Powershell
- C++
- O365, Exchange, Outlook