

KAMRAN ZIVEH

Systems Administrator | Microsoft 365 & Identity | Network & Security

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SUMMARY

Systems administrator with 16+ years of IT experience, currently the sole owner of the full technology stack for a multi-site, HIPAA-regulated healthcare organization. Hands-on across Microsoft 365 and Entra ID, Intune and Defender XDR, and UniFi network infrastructure, with full production change authority and no escalation path above the role. Runs the complete security cycle end to end: find the risk, weigh the business impact, test and deploy the fix without disrupting clinical operations, and document the result. Comfortable explaining technical risk in plain language to non-technical stakeholders. Currently pursuing Microsoft SC-300 (Identity and Access Administrator).

16+ years in IT 85+ users 7 clinical suites 8 wireless APs ~40 IP cameras / 3 NVRs

CORE SKILLS

Identity & Cloud: Microsoft 365 (Exchange Online, Teams, SharePoint, OneDrive) • Microsoft Entra ID (Azure AD) • Conditional Access • MFA • SSO • RBAC • Temporary Access Pass • User Lifecycle • Directory Synchronization

Security & Compliance: Microsoft Defender XDR • Security Posture Assessment • Vulnerability Remediation & Risk Prioritization • Incident Response • Least-Privilege Access • Sign-In & Audit Log Analysis • Email Security (SPF, DKIM, DMARC, Anti-Phishing) • HIPAA

Endpoint Management: Microsoft Intune • Windows Autopilot • Compliance Policies & Security Baselines • Windows 11 Pro Standardization • Patch & Update Management

Network Infrastructure: UniFi • Firewalls & Security Gateways • VLAN Design & Segmentation • Managed PoE Switching • Enterprise Wireless • VPN • DHCP • DNS • IP Surveillance (NVR) • VoIP (RingCentral)

Automation & Operations: PowerShell • Power Automate • AI-Assisted Scripting & Documentation • Backup & Recovery • Change Management & Rollback Planning • Vendor & Contract Management

Documentation: Network Diagrams • SOPs • Configuration & Change Records • Microsoft Visio, Word, PowerPoint

WORK EXPERIENCE

Systems Administrator / Network Specialist

Aug 2025 – Present

Cardin Healthcare Inc. — Long Beach, CA

Sole IT owner for the full technology stack supporting 85+ users across 7 clinical suites in a HIPAA-regulated environment; highest escalation point for all infrastructure, security, and application issues.

Key Projects & Impact

- Designed and implemented VLAN segmentation isolating clinical, administrative, guest, and IoT traffic, reducing lateral-movement risk and strengthening compliance posture.
- Led the end-to-end network build-out of a new clinical suite (VLAN design, switching, wireless coverage, and surveillance), delivered as an isolated tenant network.
- Led endpoint incident response and remediation: contained the threat, rebuilt the affected device, and reset compromised credentials.
- Analyzed six months of VoIP and SMS billing data, identified the drivers behind ~33% bill growth, and built a data-backed case to renegotiate per-line pricing.
- Built Power Automate workflows that route incoming clinical faxes and documents into structured, department-based SharePoint libraries.

Identity & Microsoft 365

- Manage Entra ID identity security, including Conditional Access policies, MFA enforcement, RBAC, and full user lifecycle; investigate authentication and access issues through sign-in log analysis.
- Administer Microsoft 365 Business Premium end to end (Exchange Online, SharePoint, Teams, OneDrive), including mail flow, transport rules, shared mailboxes, and permissions.
- Deployed Windows Web Sign-In with Temporary Access Pass through the Intune Settings Catalog for secure lock-screen authentication.

Endpoint & Security Operations

- Manage Microsoft Intune for device compliance, endpoint security baselines, and standardized Windows 11 Pro deployment across all company endpoints, including Autopilot registration for new devices.
- Monitor and act on Microsoft Defender XDR alerts; implement anti-spam, anti-phishing, and email authentication controls (SPF, DKIM, DMARC).
- Conduct a comprehensive annual security and systems audit across identity, endpoints, network, and access controls; prioritize findings by risk, remediate them personally, and document outcomes.
- Assess every change for business impact and schedule it around clinical operations, with rollback plans for higher-risk changes.

Network & Infrastructure

- Designed and administer the organization's complete UniFi network: security gateway, multiple 24-port PoE switches, and 8 wireless access points across all suites.
- Deploy and maintain approximately 40 IP cameras across 3 NVRs, including network capacity planning and PoE power budgeting.
- Administer RingCentral VoIP across all sites, including user provisioning, call routing, and fax workflow integration.

Automation, Vendors & Documentation

- Automate administrative and reporting tasks with PowerShell.
- Manage vendors and evaluate infrastructure contracts, hardware purchases, and service agreements.
- Maintain network diagrams, configuration records, and standard operating procedures as living documentation.

Network Administrator

Jun 2025 – Aug 2025

Laguna Adult Day Health Center — California

- Supported a hybrid environment of Microsoft 365, Google Workspace, and on-premises Active Directory, including group policy, user access, and authentication.
- Resolved email, login, and system access issues for end users.
- Maintained system security, backups, and infrastructure monitoring; improved stability and reduced downtime through proactive maintenance.

IT Specialist

2023

Sunpeak Construction — California

- Provided IT support for hardware, software, and Microsoft systems across office and field users in a construction services environment.
- Managed user accounts, email setup, and access permissions; supported network connectivity and endpoint security.

IT Systems Support / Network Technician

2009 – 2023

Travel Agencies (Multiple Organizations) — Iran

- Supported IT systems, networks, and business applications across multiple travel agencies, including early adoption of online booking platforms.
- Managed hardware setup, system configuration, user support, and network infrastructure across distributed offices.
- Implemented secure connectivity and system reliability improvements.

EDUCATION & CERTIFICATIONS

Certificate in Cybersecurity / Information Security Analyst

Jan 2024 – May 2025

Saddleback College | GPA: 4.00

Bachelor of Computer Science

Sep 2008 – Jul 2012

University of Tehran | GPA: 3.90

Microsoft SC-300: Identity and Access Administrator Associate

In Progress

LANGUAGES

English · Persian (Farsi)