SHARIQ ILYAS

Northern Virginia | employshariq@gmail.com | shariq.ai

PROFESSIONAL SUMMARY

CompTIA A+ certified IT support professional with hands-on help desk experience supporting 300+ endpoints in an enterprise environment, currently completing a B.S. in Cybersecurity & Information Assurance. Strong in hardware/software troubleshooting, Active Directory administration, network configuration, and remote end-user support, with growing hands-on experience in endpoint protection, access control, and incident response.

CERTIFICATIONS

- CompTIA A+ (ce) — Issued Jan 2026 (valid through Jan 2029)
- Google IT Support Professional Certificate — Coursera, 2019

PROFESSIONAL EXPERIENCE

Help Desk Specialist Oct 2019 – May 2020

Telos Corporation — Ashburn, VA

- Delivered Tier 1/Tier 2 remote technical support to hundreds of U.S. Census 2020 field staff via phone and remote sessions, prioritizing first-call resolution to reduce repeat tickets and improve end-user satisfaction
- Diagnosed and resolved hardware, software, network, and Microsoft 365/Outlook issues on Windows PCs, fingerprinting devices, and routers, logging steps and resolutions in ServiceNow (ITSM)
- Performed Active Directory account management (password resets, account unlocks, and re-enablement) following federal IT security and information-handling procedures
- Configured and optimized Pepwave MAX cellular routers across 300+ field locations and imaged and deployed Windows PCs to the Census domain, partnering with cross-functional teams to triage tickets and meet SLA targets

Owner & Systems Administrator 2020 – Present

Self-Employed — Online Retail Business, Remote

- Architected and administer a multi-node Windows Server environment across 7 cloud instances with automated failover and 24/7 uptime requirements
- Built centralized logging, monitoring, and webhook alerting and ran automated health checks across a 16,000+ endpoint network with rotation policies to surface failures and maintain availability
- Engineered secure credential workflows, including automated validation and scheduled password rotation, to enforce access-control policies
- Run end-to-end business operations across multiple sales channels and coordinate a contract developer on automation and operational strategy

TECHNICAL PROJECTS

txScout.io 2026

Blockchain Forensics Tool

- Designed and built txScout.io, a real-time blockchain forensics tool in Python that ingests on-chain activity, labels addresses against OFAC sanctions, mixer, exchange, and scam/hack intelligence, and assigns each address an explainable risk score
- Built graph-based fund-flow tracing with an interactive web dashboard and real-time alerting, and reconstructed the 2023 Euler Finance exploit from the attacker wallet to the Tornado Cash mixer using only public data
- Architected a modular ingestion-to-alerting pipeline with pluggable storage (SQLite/PostgreSQL) and graph (NetworkX/Neo4j) backends, a pytest test suite, and CI via GitHub Actions

Blockchain Security Research 2026

- Conduct independent on-chain investigations across Ethereum and Solana, tracing transactions, identifying threat-actor wallets, and applying OSINT to flag scam patterns and assess project legitimacy

EDUCATION

- B.S., Cybersecurity & Information Assurance — Western Governors University (Aug 2025 – Present)
- A.S., Information Technology — Northern Virginia Community College, Loudoun, VA (2017)
- Merit America IT Career Program — Washington, DC (2019)