

Zain Ali Shah

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Professional Experience

Clear Path Logic | IT infrastructure solutions - Technical Support | *Richmond, TX*

Jun 2026 - Present

- Provided hands-on support for hardware and software issues, including diagnostics and repairs
- Installed and replaced servers and network hardware to maintain system uptime and reliability
- Configured and updated software and system settings across client machines
- Troubleshoot network connectivity issues involving IP addressing, DNS, and DHCP
- Documented troubleshooting steps and resolutions in support tickets to maintain accurate service records

Hydroficient IoT Cyber Defense | Cybersecurity Engineering | *Richmond, TX*

Mar 2026 to Jun 2026

- Built Python-based security tools to monitor CIA triad risks in real time
- Developed an IoT pipeline dashboard using STRIDE methodology to detect attack vectors across OT systems

@Healthtx | Medical Assistant | *Richmond, TX*

Jan 2024 to June 2026

- Collected and recorded patient vital signs in a fast paced clinic
- Managed supply deliveries, inventory organization, prepared treatment room, and verified insurance.

Education, Certifications & Coursework

University of Houston | Houston, TX

Expected Dec 2027

Bachelor of Science, Computer Information Systems | Concentration: Cybersecurity

Google Cybersecurity Certificate

Salesforce Certified Tableau Desktop Foundations

CompTIA Security+ (in progress)

Coursework: IS Infrastructure & Networking, Web Application Development.

Skills

IT Support & Systems: Hardware and software troubleshooting, software installation and configuration, Windows 11, Microsoft 365 (Outlook, Teams, OneDrive, Excel), user account support, ticket documentation

Networking & Security: TCP/IP, DNS, DHCP, connectivity troubleshooting, network log analysis, STRIDE threat modeling, SIEM, vulnerability analysis, IoT security concepts, Python

Customer Service & Workplace Skills: Customer assistance, attentive communication, problem resolution, fast-paced multitasking, attention to detail, time management, dependability

Projects & Labs

SIEM & Network Log Analysis | University of Houston

- Reviewed detailed records to identify irregularities, applying careful attention to detail and consistent documentation practices

Security Audit Exercise | Google Cybersecurity Certificate

- Completed a simulated compliance audit, assessing controls against standards and producing a written checklist to verify requirements were met

IoT Security Dashboard | Hydroficient IoT Cyber Defense Externship

- Built and tested a data monitoring tool that tracked 100 readings and flagged results falling outside expected quality thresholds
- Inspected 400+ data records for irregularities, identifying and documenting four issues with supporting evidence for review

Professional Involvement

FITP (Future IT Professionals) | *Houston, TX*

Sep 2025 - Present

- Contributing member; attend workshops on cybersecurity trends and emerging technologies

AWS Cloud Club

Apr 2026-Present