SOHAIB KHAN

■ Wilmington, DE ■ (520) 593-7714 ■ contact@sohaib0khan.com ■

LINKEDIN, GITHUB, PROFILE

- linkedin.com/in/sohaib-k-184344a3/
- github.com/sohaib1khan
- sohaib0khan.com

TOP SKILLS

- Technical Support
- System Installation & Configuration
- Application Support
- Cloud Engineering
- Micro-services (Docker, Kubernetes)

- Robotics UIPath/Win-Automation
- Security Solution
- Automation
- Network Configuration
- DevOps methodologies

WORK HISTORY

APPLICATION SUPPORT ENGINEER (RPA) 04/2024 - Present

JPMorganChase Co, Wilmington, DE (Hybrid)

- Provided frontline production support, ensuring smooth operations for RPA systems.
- Collaborated closely with stakeholders, vendors, and internal engineering teams to resolve production issues and implement solutions.
- Assisted developers with production deployments through CI/CD pipelines utilizing Jenkins, automating and optimizing release processes.
- Monitored production workloads using various dashboards, ensuring system performance and uptime.
- Utilized tools like UIPath and WinAutomation to support RPA workflows, enhancing process efficiency.
- Author and maintain comprehensive documentation for new processes, promoting knowledge sharing and process consistency.

MSP ENGINEER 01/2024 - 04/2024

VineBrook Technology, Andover, MA (On-Site)

- Managed user on-boarding, off-boarding, and account provisioning across on-premises environments and Azure AD for various clients, ensuring efficient access and security
- Utilized Jamf to configure and manage Apple devices (iPhones, iPads, MacBook Pro, Mac Mini) for seamless user experience.
- Leveraged FreshService to manage IT inventory, users, and incoming user requests, ensuring timely resolution and accurate record keeping.
- Administered Microsoft 365 licenses, streamlined account provisioning, and collaborated with client IT personnel to generate daily reports, fostering a collaborative and efficient

work environment.
- Proactively monitored communication channels on Slack and Microsoft Teams to address user inquiries and provide technical support.

IT SUPPORT TECHNICIAN (CONTRACT) 04/2023 to 07/2023

Sevita, Lawrence, MA

- Managed user needs including password resets and computer setups
- Leveraged Salesforce for efficient user information management
- Processed incidents and tickets using 8x8 VOIP and Easyvista
- Troubleshot Cisco AnyConnect VPN connectivity issues.
- Explained technical information in clear terms to non-technical individuals to promote better understanding.

DEVOPS ENGINEER 01/2022 to 03/2023

Minim, Manchester, NH

- Utilized Kanban board as a scrum master conducting retrospectives, and sprint planning.
- Proactively communicated and coordinated with multiple project teams.
- Developed and maintained monitoring, and alerting tools (Grafana/Prometheus, Datadog, New Relic).
- Reviewed all AWS accounts and environments to avoid additional costs.
- Automated build and deployment process with Jenkins & CircleCi, eliminating manual work.
- Maintained detailed documentation of moderately complex system specifications, including system installation procedures, backups, recovery techniques, and test methods.
- Conducted code reviews for 10+ pull requests, resulting in improved code quality and reduced bugs by.
- Automated the provisioning and configuration of highly available web servers on both Azure and AWS using terraform and Ansible. Reduced infrastructure provisioning time and improved deployment consistency by implementing IAC practices.
- Developed optimize Docker images for web application using multi-stage builds, reducing image size.
- Managed deployment of micro-services architecture on Kubernetes cluster using YAML manifests and kubectl commands. Achieved 99.9% uptime for the application by implementing rolling updates and monitoring resources utilization closely.

NETWORK SUPPORT SPECIALIST 06/2020 to 01/2022

Motorola Zoom (Now Minim), Manchester, NH

- Answered incoming calls and email tickets
- Guide customers through setup process, addressing hardware, software, and network issues
- Troubleshoot Motorola products, PCs, tablets, smart devices, printers, and IP cameras.
- Identified issues and implemented troubleshooting techniques to alleviate downtime and system failure.

TECHNICAL SUPPORT SPECIALIST II 07/2017 to 06/2020

GlobalTel (GTL), Dallas, TX

- Remote Support & Rapid Response: Provided immediate remote support for Linux-based kiosks, responding to phone calls, emails, and voicemails within a 30-minute time frame.
- Real-time Monitoring & Troubleshooting: Continuously monitored a watch-list of live. devices across the country, proactively identifying and resolving operational issues.
- Collaboration & Coordination: Worked closely with field technicians and third-party vendors to execute maintenance tasks, hardware replacements, and software updates.

- Explained technical information in clear terms to non-technical individuals to promote better understanding.
- Collaborated with supervisors to escalate and address customer inquiries or technical issues.

RETAIL SALES LEAD 07/2014 to 07/2017

T-Mobile, North Richland Hills, TX

- Sales & Promotion: Actively promoted a range of vendor products, consistently meeting and exceeding sales targets through upselling and cross-selling techniques.
- Data Management & Record-Keeping: Diligently prepared and maintained. comprehensive records related to sales agreements, customer inquiries, and inventory, ensuring accuracy and compliance.
- Team Collaboration: Worked closely with team members and store management to brainstorm and implement sales strategies, contributing to the store's overall performance.
- Product Launch & Merchandising: Played a key role in the successful launch of new products, setting up promotional displays and educating customers on features and benefits.
- Coached sales associates in product specifications, sales incentives, and selling techniques, significantly increasing customer satisfaction ratings.

LAPTOP TECHNICIAN (CONTRACT) 05/2014 to 07/2014

Client: Hewlett Packard (Via SMS Infocomm), Grapevine, TX

- Component Replacement: Skillfully replaced various hardware components, including LCD screens, motherboards, hard drives, RAM, and wireless cards, adhering to HP's quality standards.
- Diagnostic Expertise: Conducted comprehensive hardware and software diagnostics to identify issues, ensuring the optimal functionality of units.
- BIOS Management: Performed BIOS updates to enhance system performance and resolve compatibility issues, contributing to customer satisfaction.
- Quality Assurance: Carried out rigorous testing protocols to verify repairs, resulting in a reduction of return or complaint rates.
- Installed, configured, tested and maintained operating systems, application software, and system management tools.

EDUCATION

Bachelor of Cloud Computing, **Expected in 12/2026**
Western Governor's University - Online
Associate's Degree: Information Technology Network Support, **01/2017**
Tarrant County College - Hurst, TX

CERTIFICATIONS

- AWS Certified Solutions Architect – Associate
- Microsoft Certified - Azure Fundamentals
- AWS Certified Cloud Practitioner
- Linux Essentials - Linux Professional Institute (LPI)

TECHNICAL SKILLS SUMMARY

Bash scripting, Python, HTML/CSS, YAML/JSON, Markdown, MySQL, PostgreSQL, NoSQL, Elasticsearch, nano, vim, VS Code (extensively customized), Hugo, WordPress & Elementor Pro, Ansible, Terraform, Vagrant, CircleCI, Jenkins, GitHub Actions, Git, GitHub security policies and workflows, Kubernetes (including Helm, cluster setup, and monitoring), Docker, Grafana/Prometheus stack, New Relic, Netdata, Kuma Uptime, Orion by SolarWinds,

ServiceNow, FreshService, ZenDesk, POET, Salesforce, Jira, Linux, Debian, Ubuntu, CentOS, Fedora, Manjaro, PopOS, Windows OS variants (servers, XP, Vista,7,8,10,11), Microsoft 365, Jamf Apple product management, MacOS/Unix, Windows Servers, Slack, Microsoft Teams, AWS notifications, ntfy, AWS, Azure, Linode, Scrum, Kanban, Lean frameworks, Jira, IP addressing, DNS, routing, TCP/IP, HTTP, OpenAI, AI chatbots, various AI models, VMWare, Microsoft Powershell scripting, Virtual Desktop Infrastructure (VDI), Citrix VDI, MS Active Directory, Backup & Disaster Recovery, Systems and Organization Control(SOC 1,2), UIPath, Win-Automation,GitOps, ArgoCD, Ansible-Tower

ADDITIONAL
INFORMATION

Open to relocation for any work arrangement, including hybrid, remote, and on-site roles.