Haroon Khan

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linkedin.com/in/haroon-khan/

Personal Statement

Hardworking and dedicated IT professional with over six years of experience, recently certified as an AWS Certified Solutions Architect – Associate and AWS Certified Developer – Associate. Known for leading pivotal IT projects, including software migrations and platform transitions from Google to Microsoft. Key achievements include successfully migrating and managing on-premises data to a collaborative SharePoint Online environment, enhancing data accessibility and collaboration. Skilled in Microsoft 365, JIRA, and Confluence, with a proven track record in managing HelpDesk operations and maintaining ISO compliance. Eager to leverage my AWS certifications and continuously learn to excel in cloud technologies, bringing strong problem-solving skills and a drive for continuous improvement to your organization.

Work Experience

2022 – 2024   **Createmaster (Now Zutec)**   **LONDON, UK**

Information Technology Support Engineer

- Spearheaded diverse IT projects, including critical migrations such as the Doc Park transition and the shift from Google to Microsoft platforms, ensuring seamless integration and system optimization.
- Led the migration and management of on-premises data to a collaborative SharePoint Online environment, significantly improving data accessibility and cross-team collaboration.
- Managed the internal HelpDesk operations, overseeing service level agreements (SLAs) to guarantee prompt and effective issue resolution.
- Demonstrated proficiency in troubleshooting and resolving complex technical issues across diverse computer systems and hardware setups.
- Led server-side queries to maximize data utilization and system efficiency, improving operational workflows.
- Provided comprehensive technical support and system maintenance, ensuring the reliability and operational health of all internal IT systems.

2021 – 2022   **Createmaster (Now Zutec)**   **LONDON, UK**

First Line Support

- Delivered first line technical support to internal teams and external customers, proficiently handling queries via telephone, email, and remote access tools, ensuring high levels of customer satisfaction and service continuity.
- Expertly managed and responded to customer inquiries, providing detailed product information and resolving issues, enhancing customer engagement and support quality.
- Employed advanced problem-solving skills to troubleshoot and resolve a variety of technical issues with internal software and services, thereby maintaining system reliability and user satisfaction.

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Work Experience (Continued)

2018 – 2021   **Createmaster (Now Zutec)**   **LONDON, UK**

Project Lead

- Spearheaded the management and delivery of over 20 construction documentation projects, leveraging internal software and products to meet rigorous industry standards and client specifications.
- Successfully navigated the complexities of construction projects, from inception through to delivery, resulting in consistently high-quality documentation and client satisfaction.
- Excelled in client relations, effectively liaising with stakeholders to define project scopes and goals, securing client trust and fostering collaborative partnerships.

Education

University of East London   **LONDON, UK**

Bachelor of Architecture (B.Arch.), Architecture, 2015

Certifications

Jul – 2024   AMAZON WEB SERVICES – AWS   **LONDON, UK**

AWS Certified Developer– Associate

Apr – 2024   AMAZON WEB SERVICES – AWS   **LONDON, UK**

AWS Certified Solutions Architect – Associate

Feb – 2020   AXELOS Global Best Practice   **LONDON, UK**

PRINCE2® Practitioner CPDPRINCE2® Practitioner CPD

Issued Feb 2020 · Expired Feb 2023

Feb – 2016   APMG International   **LONDON, UK**

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Technical Skills

AMAZON WEB SERVICES – AWS

EC2, RDS, VPC, IAM, CloudFormation, Lambda

PROGRAMMING LANGUAGES

HTML, SQL, Python

LINUX

Advanced Troubleshooting, Networking, Batch Scripting. Installing, Configuring and Upgrading Systems. Command Line Interface

MICROSOFT WINDOWS SERVER

Active Directory, Analysing Event Viewer logs, Network Administration, PowerShell, Building Operating System images. Configuring Roles and Features