

Mohammad I. Khan
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Objective: *Experienced IT professional with 15+ years in OpsTech and DevOps, seeking to contribute expertise in infrastructure management, automation, and client-focused solutions at a forward-thinking tech company.*

Professional Summary:

Results-driven IT professional with 15+ years of experience across diverse OpsTech and DevOps roles. Proven track record in network management, automation, and technical support. Adept at troubleshooting, optimizing systems, and leading teams to meet operational goals.

Amazon.com

Houston Texas

Operation Technology Specialist (OpsTechIT/OTS)

Sept 2022 – Current

- Collaborated with Amazon Robotics to maintain high-performing AR floor-grid infrastructure (HW/SW), reducing downtime by 15% and consistently meeting daily production goals.
- Tested out the hourly data throughput using command line tools to ascertain a constant speed, resulted in a reliable LAN, generated a robust environment for OpsTechIT
- Resolved LAN SLA tickets on ServiceNow platform using HW/SW technical skills, allowing OpsTechIT to continue working on meeting daily production goals
- Used DSCS supply chain platform to order, ARMA, and liquidate the HW/SW equipment
- Provisioned, configured, deployed and installed the Ad Hoc HW/SW hosts on LAN
- Performed automation-MCMs maintaining the Amazon Robotics work stations with Python scripts
- Achieved 3-month consecutive LAN up-time utilizing extensive HW/SW troubleshooting skills
- Collaborated with OTS onsite/offsite engineers to mitigate vulnerabilities in the LAN maintained ACLs

Amazon.com

Houston Texas

IT Ambassador/Lead assistant/QoS

Oct 2018 – August 2022

- Lead a team of 8 departments utilizing business communication to achieve IT standards
- Executed the daily operations plan by utilizing the communication matrix tools to achieve the end goal
- Completed SW/HW deployment, installation, and configuration project for operations for 75 work stations, resulting in a 25% increase in daily production
- Resolved OpsTechIT issues using the ticketing system for 75 workstations in the warehouse
- Trained new hires in the usage of electrical and wireless technologies
- Resolved daily (JIT- just-in-time) issues of HP thin-client connectivity using OSI-model theory
- Completed Thin client management project in collaboration with L6 engineer and IT Department
- Deployed, trained AAs, and proctored UV testing project at DHO1 and DPA7 using OSI model

Boost Mobile

Houston Texas

Operations manager

June 2016- Dec 2019

- Maintained, configured, and tested different name-brand smartphones for Sprint Inc.
- Installed iOS, and Android software, on the customer's smartphones
- Assisted clients in the creation of Google, Microsoft, and Apple accounts
- Used AI applications to guide the achievement of daily tasks of clients

Tara Export

Operations manager

Houston Texas

June 2015 – August 2018

- Implemented LAN improvements utilizing the OSI model for Tara Export resulted in maximized bandwidth
- Configured and managed Lenovo TS140 on server 2012 essentials on LAN, provided on-site service
- Managed Google G suite domains, mails, Google Drives, and Microsoft accounts, reducing outsourcing
- Installed, configured, and maintained new time clock software for two nodes, increasing efficiency
- Replaced hardware peripherals of Dell, HP, ASUS, and Lenovo products, achieved on-site maintenance

Sprint/Glow networks Inc

RF tester QoS

Dallas Texas

Dec 2014 – January 2015

- Completed project SNV's 4G LTE 800 MHz on time by using my IT skill sets, resulting in future contracts
- Assisted coordinators and PM to finish the project for LTE sites launching
- Completed 35 SSDs and one MSV met the client's deadline

Scarlet Wireless Inc/Ericsson Inc

RF tester/QoS

Alexandria Louisiana

July 2014 – December 2014

- Tested AT&T's 4G LTE 5 and 10 MHz frequencies for first, second, and third carriers resulted in increased cell coverage
- Achieved results by using the IMS packet core system, by attaching and detaching the UEs, resulted in a robust RF/RAN wireless network
- Rectified coverage issues by editing false IRAT and VSWR, resulting in reduced calls
- Performed INTRA HOs, SSDs, and MSVs for LTE/UMTS, AT&T, and ANOVA drives consistent RF.
- Configured AT&T GS4 and TEMS and iPerfs scripts for drives in Louisiana, reducing jitters

Glow Networks Inc/ CSS Corp

RF/QoS tester

Austin Texas

August 2013 – June 2014

- Tested SNV 800, 1900 MHz sites and clusters in Louisiana and major Texas markets using Putty, command prompt, and configuration scripting methods
- Uploaded, and emailed ATP, and cluster log files to Synergy, Ericsson, and CSS servers
- Reduced inventory maintenance cost by managing testing inventory to share within the teams

Ericsson Inc/Scarlet Wireless*RF tester/QoS***Livingston Texas**

October 2012 – February 2013

- Coordinated the drive testing for operations activities according to T-Mobile requirements
- Reduced cost by setting up TEMS 11 for newly hired testing functions
- Received newer contracts by completing projects off site, launching for the client.

Cricket wireless/Wireless point*Operations manager***Houston Texas**

January 2009 – August 2013

- Activated, flashed, configured, and provisioned CDMA and GSM smart cell phones on Android, Blackberry, Bada, and Symbian Mobile OSs.
- Assisted major cell phone carriers' clients in choosing the mobile handsets suited for their area coverage by using Google Earth and the carrier's coverage maps
- Tested EVDO, 3G, 4G, GSM & LTE technologies for cell phones of major carriers.
- Achieved results by opening trouble tickets to have drop calls rectified for major cell carriers.
- Solved programming issues by installing drivers on major cell phones for flashing (PRL installation).

Southern New Hampshire University (Online) – Expected completion: Dec 2026**Bachelor of Science in Computer Science****Lone Star College, Houston, TX****Cisco Certified Network Administrator (2002-2005; CCNA)****Ryerson University, Toronto, Canada****OSI-Model Networking (2006-2007; Course)****San Jacinto College, Houston, TX****Associate of Applied Science (1998- 2000; AA)****Technical Institute of Sicklerville Sicklerville, NJ****Motherboard testing (1993-1994; Diploma)****Cherry Hill High, Cherry Hill, NJ****Computer science (1991-1993; General curriculum)****Technologies worked:**

- **Networking & Communication:** 3GPP, WCDMA, GSM, 4G/LTE, VoLTE
- **DevOps Tools & Scripting:** Python, Shell scripting, SQL(database), AWS(Cloud computing)
- **Operating Systems:** Windows (NT to Win 11), Linux (Ubuntu, Kali), Server 2000, 2012
- **Networking Devices & Platforms:** Cisco routers (2900, C9300, ASR1001-X), APs, and Juniper Mist Firewalls