Jawwad Khan

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EXPERIENCE

IT Support Specialist Level 2   Jan. 2025 – Present
Elections Ontario   *Scarborough, ON*

- Resolved 200+ technical support tickets within 3-week election window, maintaining 99.9% system uptime across 150 polling locations
- Coordinated network equipment installation and performed advanced troubleshooting to minimize downtime during critical operations
- Provided technical guidance to Returning Officers on complex procedures, ensuring compliance with strict election requirements

IT Analyst   Jun. 2024 – Oct. 2024
Ministry of Children, Community and Social Services   *Toronto, ON*

- Communicate with managers to set up campus computers used on campus
- Assess and troubleshoot computer problems brought by students, faculty and staff
- Maintain upkeep of computers, classroom equipment, and 200 printers across campus

Lead Software Developer   Jan. 2022 - Jun. 2024
Avasta Inc.   *Toronto, ON*

- Built ETL Pipelines using PySpark and Python, reducing data processing time by 22%
- Implemented Azure security policies (MDM, MFA/SSO), increasing Microsoft Secure Score by 32%
- Led data literacy workshops for 200+ employees, resulting in 15% reduction in security incidents

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Technology Analyst   Oct. 2020 - May 2021
Royal Canadian Mounted Police   *Ottawa, ON*

- Migrated legacy infrastructure to AWS cloud using DevOps practices, improving system reliability by 40%
- Optimized API performance with Docker and Kubernetes, reducing response time by 13%
- Analyzed 35+ security reports and implemented threat mitigation strategies for Criminal Record System

PROJECTS

Economic Data Analytics Platform | *Python, PowerBI, AWS, PostgreSQL*   2024

- Engineered data visualization platform processing Ontario economic data with automated ETL pipelines
- Designed scalable PostgreSQL database architecture achieving sub-second query response times
- Implemented real-time data processing using Python and AWS services for large datasets

TECHNICAL SKILLS

Languages: Python, Java, C#, C/C++, SQL, JavaScript, TypeScript, PowerShell, R
Frameworks: .NET, React, Angular, Spring Boot, Flask, Docker, Kubernetes
Developer Tools: Git, Jenkins, VS Code, Azure DevOps, Docker, Terraform, Maven
Cloud & Platforms: Microsoft Azure, AWS, Google Cloud Platform, Linux/Unix, Windows
Libraries: pandas, NumPy, Matplotlib, SKlearn, PySpark, PowerBI

EDUCATION

Toronto Metropolitan University   Toronto, ON
Bachelor of Science, Computer Science (Hons)   *Sep. 2018 – Jun 2023*