

# Jawwad Khan

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## EXPERIENCE

### IT Support Specialist Level 2

Jan. 2025 – Present

*Elections Ontario*

*Scarborough, ON*

- Addressed system connectivity failures at polling locations by implementing rapid response protocols
- Overcame voter registration system outages during peak voting periods through contingency planning

### IT Analyst

Jun. 2024 – Oct. 2024

*Ministry of Children, Community and Social Services*

*Toronto, ON*

- Identified workflow inefficiencies through stakeholder interviews and process mapping, implementing targeted automation solutions
- Addressed budget constraints by proposing a phased digital transformation approach with reusable technology components

### Software Developer

Jan. 2022 - Jun. 2024

*Avasta Inc.*

*Toronto, ON*

- Solved data processing bottlenecks through ETL architecture with distributed processing and parallel workflows
- Addressed security vulnerabilities by implementing identity management and access control policies
- Resolved knowledge gaps across departments by developing custom data literacy programs
- Improved asset tracking accuracy by creating centralized inventory systems with automated lifecycle management
- Overcame data pipeline reliability issues by implementing fault detection mechanisms and automated recovery procedures

### Application Developer Intern

May 2021 - Aug. 2021

*Ministry of Public & Business Service Delivery*

*Toronto, ON*

- Improved accessibility for users with disabilities by implementing WCAG 2.1 standards
- Resolved design conflicts between teams by facilitating collaborative workshops and creating shared component libraries

### Technology Analyst Intern

Oct. 2020 - May 2021

*Royal Canadian Mounted Police*

*Ottawa, ON*

- Mitigated system failures in legacy infrastructure through gradual cloud migration
- Addressed potential security vulnerabilities by developing comprehensive threat assessment and mitigation procedures

### Data Analyst Intern

May 2020 - Sep. 2020

*Avasta Inc.*

*Toronto, ON*

- Improved decision-making accuracy by implementing structured data analysis methodologies for leadership team initiatives
- Addressed project coordination challenges by customizing Jira workflows that aligned with team communication patterns

## 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*