

# FARRUKH ALI KHAN

Toronto, ON

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## SUMMARY

Technology & Analytics professional with hands-on enterprise operations experience at Invesco. Skilled in Python, data analytics, automation, and Power BI, with growing expertise in cloud fundamentals and ML/AI. Experienced in supporting business-critical systems using ServiceNow, managing access controls, resolving incidents, and collaborating across global teams. Known for independent problem-solving, consistently high-ticket closure rates, and delivering reliable, customer-focused solutions.

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## PROFESSIONAL EXPERIENCE

### Infrastructure Engineer -- *Invesco Pvt. Ltd.*

Nov 2021 – Aug 2023

- Supported enterprise IT operations in a 24/7 production environment using ServiceNow for incident, request, and access management
  - Automated data validation, reporting, and repetitive operational tasks using Python
  - Analyzed structured datasets with Python (Pandas, NumPy) and Power BI to identify trends, inconsistencies, and data quality issues
  - Managed user account provisioning, Active Directory access, distribution lists, and database roles in line with security and compliance standards
  - Performed initial root cause analysis and monitored batch job failures using tools such as JilChecker, escalating to L2/L3 teams when required
  - Conducted NOC-style monitoring and SOD checks while supporting systems across APAC, EMEA, and North America regions
  - Collaborated with business partners to resolve issues efficiently; recognized for independent shift handling, high ticket closure volume, and strong customer service
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## SKILLS

- **Programming & Data:** Python, Pandas, NumPy, Data Cleaning, Automation
  - **Analytics & BI:** Power BI, DAX, Data Modeling, KPI Reporting, EDA
  - **IT & Operations:** ServiceNow, Incident Management, Active Directory, SCCM
  - **Cloud & Platforms:** Azure (AZ-900), FastAPI, GitHub
  - **ML & AI:** PyTorch, Model Training, Evaluation Metrics
  - **Other:** Microsoft 365, Documentation, SOPs
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## PROJECTS

### Weather Image Classification (CNN)

- Built a deep learning model classifying weather images into 11 categories using PyTorch CNNs
- Implemented training, evaluation, and performance analysis
- [GitHub →](#)

### Rock-Paper-Scissors-Lizard-Spock Simulation

- Developed a Python simulation of the extended game with win-rate analysis and probability-based outcomes
  - [GitHub →](#)
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## EDUCATION & CERTIFICATIONS

- **Master of Analytics** (Applied Machine Intelligence) -- Northeastern University, Toronto
- **PCEP** - Certified Entry-Level Python Programmer
- **SQL Associate** - DataCamp
- **Python Data Associate** - DataCamp
- **Data Analyst Associate** - DataCamp
- **Microsoft Azure Fundamentals** (AZ-900)
- **Microsoft PL-300** (Power BI)