Fassih Ahmad Khan

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A Software Engineer and Tier 2 Network Analyst with several years of professional experience in the field. A perfectionist with a diverse skill set dedicated to delivering streamlined and quality work, who specializes in troubleshooting, problem solving, coordination, and leadership.

SKILLS & QUALIFICATIONS

- **Programming Languages:** Proficiency in C++, Python, Visual Basic, HTML, CSS, and JavaScript.
- **Technologies:** Git, Jira Project Management, Balsamiq, SQLite, Docker, MongoDB Atlas, and MS Office.
- **Troubleshooting & Streamlining:** 3+ years of experience with Tier 2 Network Support, Debugging Troubleshooting & Automation.
- **Verbal languages:** Native Proficiency in English, Urdu, Hindi, and Punjabi.
- **Interpersonal Skills:** Team Leadership, Adaptability, Networking, Marketing/Financial Literacy, Public Speaking and Presentation.

EDUCATION

Bachelor of Science in Computer Science   *Expected Graduation: June 2025*

Seattle Pacific University, Seattle, Washington

Relevant Coursework: Data Structures & Algorithms, Applications Programming, Netcentric Computing, Machine Learning, Computer Architecture, Calculus I-III, Discreet Math, Statistics for Engineering and Computer Science.

Achievements: Dean's List Winter Quarter 2023 GPA: 3.72

Dean's List Fall Quarter 2023 GPA: 3.56

WORK EXPERIENCE

Network Analyst at Computer and Information Systems   *Sep 2021 – Present*

Seattle Pacific University, Seattle, Washington

- **Providing Tier 2 IT Support**: Computer Infrastructure Engineering and Troubleshooting.
- **Working individually/in teams on Scaling projects:** Migrating clients from Analog to VoIP Phones, upgrading Wi-Fi hardware to newer standards and Installation of new Network Switches/UPS's.
- **Training new employees** on routine Troubleshooting and Technical Support tasks.
- **Created and published a Wiki article** for routine tasks that lives on the SPU Wiki website for future reference/support.

President LGS Music Society   *Sep 2019 – June 2021*

Lahore Grammar School, Punjab, Pakistan

- **Designed a system** to virtually audition 300+ applicants for the society.
- **Monitored system operation** to detect and rectify problems.
- **Collaborated to organize and lead** Open Mic events.

PROJECTS

- **Co-developed** an Android based budget tracking app in React Native in an Agile framework.
- **Co-developed** a responsive webpage using HTML and CSS.
- **Developed and currently manage** 2 responsive e-commerce-based websites for a client: Managing structure/content on the websites, domain names and integration of marketing channels with full automation.