

Fassih Ahmad Khan

fassihkhan.02@gmail.com | www.linkedin.com/fassih-ahmad-khan | 516-207-9533 | Seattle, WA

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 managerial leadership.

SKILLS & QUALIFICATIONS

- **Programming Languages:** Proficiency in C++, Python, Visual Basic, HTML, CSS, and JavaScript.
- **Technologies:** Git, Jira, RapidMiner, Tableau, Postman, Visual Studio, CLion, Android Studio, Balsamiq, SQLite, Docker, MongoDB Atlas, and MS Office.
- **Troubleshooting & Streamlining:** 4+ 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 and Financial Literacy, Public Speaking and Presentation.

EDUCATION

Bachelor of Science in Information Systems

Expected Graduation: June 2025

Seattle Pacific University, Seattle, Washington

Relevant Coursework: Data Structures & Algorithms, Applications Programming, Netcentric Computing, Machine Learning, Computer Architecture, Databases, Calculus I-III, Discrete Math, Statistics for Engineering and Computer Science, Management Information Systems, Macroeconomics and Data Analytics.

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

- **Delivered Tier 2 IT Support**, specializing in computer infrastructure troubleshooting, hardware support, and maintenance across campus.
- **Led and collaborated on technical projects**, including:
 1. Migrating clients from analog to VoIP phone systems.
 2. Upgrading Wi-Fi hardware to modern standards for enhanced connectivity.
 3. Installing and configuring new Juniper and SMC network switches and UPS systems.
 4. Deploying misc. hardware for classroom and office technology across campus.
 5. Establishing the core network infrastructure for an Amazon Go convenience store on campus.
- **Expanded into Remote Network Management and Switch Programming** to improve network performance.
- **Supported the Help Desk team** with advanced troubleshooting and technical support for campus-wide software and hardware issues.
- **Provided A/V support** for classrooms and lecture halls across campus.
- **Authored detailed Wiki articles on routine IT tasks**, improving team efficiency and providing long-term support documentation.
- **Trained and mentored new team hires** in troubleshooting protocols and the best technical support practices.
- **Partnered with clients and contractors** such as Absco, Allstream, Comcast, Living Green, Signal Services, and Far West Technologies to align IT solutions with organizational requirements.

Client Relations Summer Staff at Conference Services

Jun 2024 – Sep 2024

Seattle Pacific University, Seattle, Washington

- **Working with Departments Across Campus** to facilitate use and lease of unused Campus Spaces during the summer to generate revenue.
- **Helping Organize Check-in and Check-out** procedures for clients.
- **Interacting with and Providing Clients with Support** when needed during their stay.

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 managed** responsive e-commerce-based websites for a client(s): From coding the websites from the ground up to managing structure and content on them, domain names and integration of marketing channels with full automation.
- **Winter Ark:**
 1. Co-developed a fitness tracking app with a focus on gym buddy connections and progress tracking.
 2. Designed features such as goal setting, workout logging, and a shared dashboard for enhanced user accountability.
 3. Built using React Native on Android studio within an Agile framework.
 4. Led the QA and testing protocols for the app with Postman.
 5. Managed and maintained the entire backlog for the app on Jira to enhance team efficiency.