

Jahanzeb Khan

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Education

Toronto Metropolitan University – BEng in Computer Engineering

May 2024

Experience

Technical Support Engineer, Gatestone – Toronto, Ontario

Aug 2024 – Present

- Implemented interactive dashboards in Power BI, enabling real-time tracking of key performance indicators
- Managed software updates and patches, ensuring systems were up to date and secure through strategic scheduling and deployment
- Diagnosed and resolved network connectivity, hardware malfunctions, and software application issues, reducing downtime by 20% and improving overall system efficiency

IT Support Specialist Intern, Canada Life – London, Ontario

Jan 2023 – Sept 2023

- Assisted with the integration of CI/CD pipelines with Jenkins and Git, improving deployment frequency and reducing downtime during system updates by 46%
- Improved API response times by 22% in the internal policy management system by optimizing SQL queries and database indexing, leading to faster data retrieval and enhanced system performance
- Developed and updated internal knowledge base articles and support documentation, streamlining support processes and improving team efficiency

IT System Analyst Intern, Geotab – Oakville, Ontario

May 2022 – Dec 2022

- Contributed to the implementation of Mobile Device Management policies, successfully deploying and managing over 140 devices, enhancing security and compliance across the organization
- Provided troubleshooting and support for mobile devices, network and hardware issues, ensuring continuous availability of service for users
- Developed and implemented automated Bash scripts to streamline the disk imaging process, reducing manual effort and cutting system deployment time by 48%

Software Developer Intern, Canada Life – London, Ontario

May 2021 – Sept 2021

- Developed a Java-based automation tool, assisting employees in setting up their devices with required software programs resulting in configuration time being reduced by 32%
- Utilized Docker and Kubernetes to containerize applications and automate deployments, ensuring consistency across development and production environments
- Automated financial reporting processes using SQL, cutting report generation time resulting in significantly improved stakeholder response times
- Refactored legacy codebases in C++ and Java, improving maintainability and reducing technical debt

Projects

PulseBot

- Developed a custom Discord bot using Python's discord.py library with commands, events, and tasks to automate server management, including custom status cycling and user interactions
- Implemented an efficient leveling system using sqlite3 to track user activity with experience points (XP) and automatic level progression, enhancing user engagement by providing visual feedback on level ups
- Incorporated Reddit API integration via praw to automatically pull and display trending posts

Skills

Languages: SQL, Python, Java, Python, C++

Frameworks: React, Node.js, Spring Boot

Tools: Power BI, Git, Linux, MySQL, Kubernetes, Bash, Azure, AWS, Jenkins, Docker