

Niaz Khan

Certified IT & Cloud Professional

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Results-driven IT engineer with a proactive mindset – skilled in uncovering inefficiencies, automating workflows, and optimizing systems.

Summary

Certified IT engineer with 10+ years of experience managing enterprise endpoints, enhancing cybersecurity, and driving automation across cloud and device platforms. Proven ability to deliver scalable solutions that improve system reliability, reduce downtime, and align with strategic business goals. Known for cross-functional leadership, white-glove executive support, and spearheading transformational technology initiatives.

Core Competencies

- Modern Endpoint Management
- System Administration
- Cloud Infrastructure & Migrations
- Identity & Access Management
- Endpoint Security & Compliance
- Scripting & Automation
- Network Configuration
- Technical Project Management
- Executive Support
- CI/CD & SDLC Practices
- ITSM & Ticketing

Education

Bachelor of Science in Computer Science | Southern New Hampshire University, 2025

JTC Coding Bootcamp | Columbia University, 2023

AWS re/Start | Per Scholas, 2023

Associate of Science in Business Administration | LaGuardia Community College, 2013

Certifications

- ITIL Foundations Certification
- Microsoft 365: Endpoint Administrator
- AWS Cloud Practitioner
- Google Cloud Digital Leader
- Google/CompTIA A+
- Google Project Management

Technical Proficiencies

Operating Systems (Windows, macOS, Linux) | **Endpoint Management** (Intune, Jamf, SCCM, LANDESK) | **Identity & Access Management** (Active Directory, Entra ID, Okta, Group Policy) | **Cloud Platforms** (AWS, Microsoft Azure, GCP) | **Network & VPN Services** (TCP/IP, DNS, DHCP) | **Endpoint Security & Compliance** (SentinelOne, CrowdStrike, Ivanti Neurons) | **Scripting & Automation** (PowerShell, Bash, Python) | **Email & Collaboration** (Exchange Online, Exchange Server) | **Version Control** (Git, GitHub) | **Virtualization & VDI** (VMware, Hyper-V, Citrix) | **Microsoft 365 Suite** (Office 365, SharePoint, Power BI) | **Security Policies** (MFA, Conditional Access) | **Ticketing Systems** (ServiceNow, Zendesk, BMC Helix) | **Database Tools** (MySQL, MongoDB) | **Enterprise A/V Systems** (Cisco, Crestron, Zoom, AppSpace)

Career Experience

Interpublic Group (IPG), New York, NY
Technology Analyst

2023 – Current

- Led company-wide AI initiative, integrating intelligent automation tools that reduced ticket volume by 25% and improved response times by 30%
- Developed PowerShell and Bash scripts to streamline device provisioning, automate compliance validation, and enforce baseline configuration standards
- Resolved escalated endpoint, identity, and OS performance issues across 200+ devices monthly, ensuring enterprise uptime greater than 98%
- Executed large-scale migration of 1,000+ Windows and macOS endpoints from hybrid AD to Entra ID, reinforcing Zero Trust access and conditional policies
- Managed patch lifecycles using Intune, SCCM, and Ivanti Neurons, achieving 100% deployment success during ISO 27001 audit cycles
- Collaborated with InfoSec to implement MFA enforcement, Conditional Access, and encryption standards that passed all internal and external security audits
- Deployed enterprise applications and compliance profiles via Intune, Jamf, and SCCM, aligning rollout strategies with operational readiness
- Delivered executive-level endpoint support with prioritization of VIP workflows, incident confidentiality, and rapid incident remediation
- Designed onboarding workflows and self-service enrollment using Autopilot and Jamf PreStage, reducing new-hire device setup time by 40%
- Configured, imaged, and shipped Windows and Mac workstations at enterprise scale for merger integration and workforce expansion

Digital Trades Enterprise Inc, New York, NY
Freelance Technology Consultant

2019 – 2023

- Delivered strategic IT consulting for 20+ SMB and MSP clients, achieving a 95% retention rate through high-impact technical delivery
- Led over 50 cloud migration projects (AWS, Azure, M365), ensuring 99.9% uptime and secure identity transitions to Azure AD
- Engineered full-stack infrastructure solutions—from network design to endpoint deployment—that increased client productivity by 35%
- Built and coordinated a small technical team across networking, hardware, and software disciplines to deliver projects ahead of SLAs

Bloomberg LP, New York, NY
Technical Support Specialist

2018 – 2019

- Provided support for financial trading environments, resolving escalated incidents for institutional and internal users
- Maintained and optimized Bloomberg Terminal environments and proprietary tools, sustaining satisfaction scores above 95%