Niaz Khan

Certified IT & Cloud Professional

niazkhan0731@gmail.com • (929) 623-2804

linkedin.com/in/niazkhan0731 • Flushing, NY

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

Summary

Certified IT leader with 10+ years of experience optimizing enterprise infrastructure, enhancing cybersecurity, and driving cloud and automation strategies. 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

- Enterprise IT Strategy & Operations
- 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) | **Network Administration** (TCP/IP, DNS, DHCP, VPN) | **Identity & Access Management** (Active Directory, Entra ID (Azure AD), Okta, Group Policy) | **Email Systems** (Exchange Online, Exchange Server Administration) | **Cloud Platforms** (AWS, Microsoft Azure, GCP) | **Scripting & Automation** (PowerShell, Bash, Python) | **Programming Languages** (C++, Java, HTML/CSS) | **Version Control** (Git, GitHub) | **Endpoint Security & Patching** (SCCM, SentinelOne, CrowdStrike) | **Mobile Device Management** (Microsoft Intune, Jamf, Kandji) | **Virtualization** (VMware, Hyper-V, VirtualBox) | **Microsoft 365 Suite** (Office 365, SharePoint, Power BI) | **Content Management** (Adobe Admin Console) | **Ticketing Systems** (ServiceNow, Zendesk, BMC Helix) | **Database Tools** (MySQL, MongoDB) | **Audio/Video Systems** (Crestron, Zoom, AppSpace)

Career Experience

Interpublic Group (IPG), New York, NY   2023 – Current
Technology Analyst

- Led company-wide AI initiative, integrating intelligent automation tools that reduced ticket volume by 25% and improved response times by 30%
- Developed PowerShell scripts to automate device provisioning and compliance checks, improving operational efficiency and accuracy
- Resolved advanced endpoint and system issues for 200+ devices monthly, ensuring >98% uptime
- Executed large-scale migration of 1000+ laptops from hybrid environments to Entra ID, strengthening endpoint security and simplifying access control
- Managed enterprise-wide patch compliance, achieving a 100% patching success rate during quarterly audits
- Collaborated with InfoSec and Compliance teams to implement governance protocols that passed all internal and external audits
- Deployed enterprise applications to 1,000+ endpoints using Intune and SCCM, aligning rollouts with business needs
- Delivered white-glove support to senior executives, maintaining discretion and speed under time-sensitive demands
- Designed and conducted technical onboarding sessions for 100+ new hires, improving first-week productivity by 40%
- Configured and deployed hundreds of Windows and Mac workstations in preparation for organizational merger

Digital Trades Enterprise Inc, New York, NY   2019 – 2023
Freelance Technology Consultant

- Provided strategic IT consulting to 20+ clients, including MSPs and SMBs, resulting in a 95% client retention rate
- Led 50+ successful cloud migrations (AWS, Azure, M365), achieving 99.9% uptime and seamless cutovers
- Delivered tailored end-to-end infrastructure solutions, from assessment to deployment, that improved client productivity by up to 35%
- Directed remote and on-site teams to deliver projects on schedule and under budget, often ahead of SLAs

Bloomberg LP, New York, NY   2018 – 2019
Technical Support Specialist

- Provided Tier 2/3 technical support to internal users and institutional clients, resolving an average of 30+ high-priority issues daily
- Specialized in Bloomberg Terminal troubleshooting and support for proprietary trading tools, maintaining client satisfaction scores above 95%