

Owais Khan

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SKILLS

- **Languages & Databases:** Java, GO, Ruby, Python, Typescript, JavaScript, CSS | MySQL, RDBMS, PostgreSQL.
- **Web Frameworks & Libraries:** JSP (Java Server Pages), REST APIs, Spring Boot, Angular, Rails, Hibernate, HTML, CSS3, Bootstrap.
- **Others:** System Design, Azure, Database Design, Git, AWS, NumPy, Docker, Jira, TensorFlow, Keras.

EDUCATION

California State University, Northridge (In Progress)

Bachelors in computer science, Cumulative GPA: 3.7/4.0.

Los Angeles, CA, USA
August 2021 - August 2025

PROFESSIONAL EXPERIENCE

CSM IT - California State University Northridge | IT Support Specialist | California, CA, USA

September 2022 - Current

- **Server Troubleshooting and Issue Resolution:** Diagnose and resolve technical problems related to servers, operating systems, and Active Directory. Utilize troubleshooting techniques and tools to identify and implement effective solutions.
- **Provide Customer Assistance:** Respond to customer inquiries and troubleshoot technical issues related to server installations, Active Directory, and other IT systems through various channels such as phone, email, chat, or in-person. Offer prompt and accurate resolutions to ensure customer satisfaction.
- **Collaboration and Escalation:** Collaborate with other technical teams, such as network administrators, system administrators, or security teams, to escalate and resolve complex server-related issues. Provide detailed information and logs for efficient problem resolution.

AHC Technologies | Jr. Java Developer/ Jr DevOps Developer | New Delhi, DL, India

August 2020 – May 2021

- Provided sign in/signup functionality for users.
- Used JavaScript for client-side validations in JSP and HTML pages. Setting up new development branches, merging branches, facilitating the releases.
- Developed webpages using **HTML5**, **CSS3** and **Java Script**.
- Involved in **DevOps** migration/automation processes for build and deploy systems.
- Tested applications on multiple devices to ensure compatibility standards.

Environment: AWS, Azure, Azure Devops, Maven, Git, MS SQL, Java/J2EE Technologies.

PROJECTS

Mobile Application for Bank | JIRA, Confluence, Java

July 2019

- Developed a Scrum project by building Project Charter, Product Backlog, Product Release Plan, Sprint Planning, implementing in JIRA and CONFLUENCE and preparing Gantt Chart in MS Project for each Activity.

Cloud Technologies | Cloud Computing (AWS)

March 2020

- Using AWS Cloud formation building a public cloud including a production Webserver.
- Simulating an Internet invasion into the webserver, compromising the EC2 instance.
- Integrating AWS cloud security services for automatically notifying security team via email to take actions.

Drowsiness Detection Using InceptionV3 and Dlib | Python, Tensorflow, Keras, OpenCV, Image processing

November 2020

- Developed a drowsiness detection system using InceptionV3 and Dlib, achieving a 96% accuracy rate in detecting driver drowsiness.
- Implemented deep learning models and computer vision techniques to analyze facial features and eye movements.

Candy Shop Application | Ruby, CSS, Ruby on Rails

January 2021

- Used object-oriented Ruby to model a candy shop, the goal of the project is to demonstrate how classes, objects, attributes, and methods can be used to represent and simulate real-world scenarios in a programming context.