

# Faiz Khan

fffzzau@gmail.com | +61451723016 | Sydney, NSW 2000  
linkedin.com/in/fffzzau | www.faizfarhan.com

## PROFESSIONAL SUMMARY

IT Support professional with a Bachelor of IT, experienced in systems troubleshooting, Microsoft 365 administration, and remote support. Ready to own and resolve Level 2 technical issues in line with SLA targets and ITIL best practices. Strong understanding of the SDLC, Agile methodologies, and system troubleshooting, eager to contribute technical analytical skills to a QA or IT Support role.

## TECHNICAL SKILLS

- **Systems & Administration:** Microsoft 365, Google Workspace, Active Directory, SharePoint, MFA, Windows OS, MDM tools, RMM (ConnectWise Automate), TCP/IP, DHCP, DNS, Network Protocols troubleshooting, ITIL framework.
- **Support & Hardware:** Help Desk, Ticket Management (Jira), Remote Support (ScreenConnect), SLA compliance, incident management, Desktops, Laptops, Printers, EFTPOS terminals.
- **Languages:** JavaScript, React.js, Node.js, Python, ASP.NET, REST APIs, CI/CD Pipelines, Docker, AWS Cloud.
- **AI Models:** Claude Code, Codex, Gemini Coding Assistant.

## EXPERIENCE

### Software Developer | ApplySZN Pty Ltd | March 2026 – Present

- Engineered a scalable SaaS career platform serving 500+ graduate users, built on React (Vite) and Node.js/Express; directed end-to-end regression testing.
- Resolved 3 critical production issues (CORS policy failures, REST API routing bottlenecks, frontend state race conditions), cutting mean time to resolution by 60% through structured root-cause analysis.
- Architected secure Stripe Embedded Checkout billing pipelines with webhook event handling, achieving 99.9% payment reliability across 200+ test transactions and reducing checkout drop-off by 25%.

### Software Quality Analyst | MasterCRM Pty Ltd | Nov 2024 – Feb 2025

- Managed Jira-based help desk ticketing system, triaging and resolving 30+ system access, software, and hardware tickets per week within SLA targets, averaging under 4 hours resolution time.
- Achieved a 95% first-contact resolution rate on Level 1 and Level 2 issues, reducing escalation volume by 30% over a 3-month period through ITIL-aligned triage documentation and knowledge base contributions.
- Identified and documented 15+ recurring software defects in the CRM platform, collaborating with developers in Scrum ceremonies to close 80% of them within the same sprint cycle.

### Retail Customer Support | Sarswat Metro Pty Ltd | Nov 2023 – Jul 2026

- Provided first-line hands-on technical support across 3 store locations, maintaining 10+ POS systems, printers, EFTPOS terminals, and handheld scanners with 98% uptime during business hours.
- Resolved 20+ network connectivity, account lockout, and remote access issues per month, communicating technical solutions clearly to non-technical retail staff and reducing repeat incidents by 35%.

## EDUCATION

### Bachelor of Information Technology | King's Own Institute (KOI) | Oct 2023 – Jun 2026

- **Key Coursework:** Network Protocols, Hardware Troubleshooting, Systems Architecture, Server Architecture.

## REFERENCES

Available upon request.