

MUHAMMAD FAIZ KHAN

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PROFESSIONAL SUMMARY

Detail-oriented IT Support & Systems Analyst holds a Bachelor of Information Technology and certifications in Microsoft Azure (AZ-104) and AWS Cloud Practitioner. Demonstrates a track record in Level 1/2 for troubleshooting, Microsoft 365/Active Directory management, and ticket triage within ITIL-aligned environments. Strong foundation in the SDLC, Agile/Scrum, and cloud infrastructure.

TECHNICAL SKILLS

- **Cloud & Infrastructure:** Microsoft Azure, AWS (EC2), Active Directory / Entra ID, IAM, Docker, Networking (TCP/IP, VPN, DNS), ITIL Framework, Zendesk, Jira Service Desk, Incident & Request Management, SLA Management, Remote Support
- **Development & QA:** Next.js, CI/CD, Agile / Scrum Methodologies, Software Testing, Defect Tracking, API Integration

PROFESSIONAL EXPERIENCE

Software Quality Analyst | MasterCRM Pty Ltd | *Nov 2023 – Feb 2024*

- Managed a Jira-based ticketing system, resolving 30+ Level 1/2 technical and access issues weekly within strict SLA targets (averaging under 4-hour resolution times).
- Attained a 95% first-contact resolution rate and reduced escalation volume by 30% through ITIL-aligned triage documentation

Retail Technical Support | Sarswat Metro Pty Ltd | *Nov 2022 – Jul 2023*

- Maintained hardware, network connectivity, and POS terminals across 3 locations, achieving 98% operational uptime.
- Identified and logged 15+ software defects, collaborating with cross-functional development teams in Scrum ceremonies to resolve 80% within the active sprint.

EDUCATION & CERTIFICATIONS

Bachelor of Information Technology | King's Own Institute (KOI), Sydney | *Graduated July 2026*

- **Coursework:** Network Protocols, Systems & Server Architecture, Software Engineering, Cloud Systems, Artificial/Super Intelligence

Certifications:

- Microsoft Certified: Azure Administrator Associate (AZ-104)
- AWS Certified: Cloud Practitioner

References available upon request