

SOHAIB KHAN

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PROFESSIONAL SUMMARY

Cloud and DevOps professional with nearly 10 years of IT experience across Healthcare, Telecommunications, Software, and Finance industries. Proven track record in infrastructure automation, CI/CD pipelines, Kubernetes deployments, and enterprise RPA support. Active open-source contributor with 37+ GitHub repositories focused on infrastructure as code, GitOps, and automation.

TECHNICAL SKILLS

Cloud Platforms: AWS, Azure, Linode

Containers & Orchestration: Kubernetes (K3s, Helm), Docker, ArgoCD, GitOps

Infrastructure as Code: Terraform, Ansible, Packer, Vagrant

CI/CD & Automation: Jenkins, CircleCI, GitHub Actions, UIPath, WinAutomation

Scripting & Languages: Bash, Python, PowerShell, Java, YAML/JSON, HTML/CSS

Monitoring & Observability: Grafana, Prometheus, Datadog, New Relic, SolarWinds Orion

Virtualization: Proxmox VE, VMware, Citrix VDI

Operating Systems: Linux (Ubuntu, CentOS, Debian, Fedora), Windows Server, MacOS

Tools & Platforms: ServiceNow, Jira, Zendesk, FreshService, Microsoft 365, Active Directory, Jamf

CERTIFICATIONS

AWS Certified Solutions Architect – Associate | AWS Certified Cloud Practitioner | Microsoft Certified – Azure Fundamentals | Linux Essentials (LPI)

PROFESSIONAL EXPERIENCE

Application Support Engineer (RPA) | 04/2024 – March 2026

JPMorganChase, Wilmington, DE (Hybrid)

- Provide frontline production support for 50+ enterprise RPA bots, maintaining 99.5% uptime across production environments
- Led troubleshooting efforts for critical production outages, coordinating cross-functional teams during incident response
- Resolve 20+ production incidents monthly, reducing mean time to resolution through root cause analysis
- Support 15+ production deployments weekly through Jenkins CI/CD pipelines
- Monitor production workloads across 5+ dashboards, proactively identifying issues before user impact
- Utilize UIPath and WinAutomation to support and optimize RPA workflows, improving process efficiency by 25%

MSP Engineer | 01/2024 – 04/2024

VineBrook Technology, Andover, MA

- Managed user lifecycle (onboarding, offboarding, provisioning) for 200+ users across on-prem and Azure AD environments
- Configured and managed 100+ Apple devices using Jamf for multiple client environments
- Administered Microsoft 365 licenses and IT inventory using FreshService, resolving 50+ tickets weekly

IT Support Technician | 04/2023 – 07/2023

Sevita, Lawrence, MA (Contract)

- Resolved 30+ user issues weekly including password resets, workstation setups, and VPN troubleshooting
- Processed incidents using 8x8 VOIP and Easyvista ticketing system, maintaining 95% SLA compliance

DevOps Engineer | 01/2022 – 03/2023

Minim (formerly Motorola Zoom), Manchester, NH

- Automated CI/CD pipelines with Jenkins and CircleCI, reducing deployment time by 60% and eliminating 10+ hours of manual work weekly

- Built monitoring stack using Grafana, Prometheus, Datadog, and New Relic, serving 100+ endpoints and reducing incident detection time by 40%
- Automated infrastructure provisioning on AWS and Azure using Terraform and Ansible, reducing provisioning time from days to hours
- Managed Kubernetes cluster with 20+ microservices using YAML manifests, achieving 99.9% uptime
- Developed optimized Docker images using multi-stage builds, reducing image sizes by 50%
- Mentored 2 junior engineers on CI/CD best practices and Kubernetes deployments
- Conducted code reviews for 10+ pull requests weekly, improving code quality and reducing production bugs

Network Support Specialist | 06/2020 – 01/2022

Motorola Zoom, Manchester, NH

- Provided technical support via phone and email, resolving 40+ tickets daily for hardware, software, and network issues
- Troubleshoot consumer products including routers, smart devices, and IP cameras, achieving 92% first-call resolution rate

Technical Support Specialist II | 07/2017 – 06/2020

GlobalTel (GTL), Dallas, TX

- Provided remote support for 500+ Linux-based kiosks nationwide with 30-minute response SLA
- Monitored live devices across the country, proactively identifying and resolving issues before escalation
- Coordinated with field technicians and vendors for maintenance and hardware replacements, reducing downtime by 20%

Retail Sales Lead | 07/2014 – 07/2017

T-Mobile, North Richland Hills, TX

- Led team of 5 sales associates; coached on products and selling techniques, contributing to store exceeding quarterly targets by 15%
- Consistently exceeded individual sales targets through upselling and cross-selling, ranking in top 10% of region

EDUCATION

Bachelor of Science, Cloud and Network Engineering – AWS | In Progress

Western Governors University – Online | Expected December 2026

Completed 54 of 119 competency units (45%) | Coursework: AWS Cloud Architecture, Linux Foundations, Scripting and Automation

Associate of Applied Science, IT Network Support | January 2017

Tarrant County College – Hurst, TX

Open to relocation | Hybrid, remote, and on-site roles