IMRAAN
KHAN

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🎓 EDUCATION

M.S. IT Management / Cybersecurity | UNC Greensboro
1/2022 – Present, Greensboro NC (Online)

M.A. Nonfiction Writing | Sarah Lawrence College
9/2018 - 12/2020, Bronxville NY

B.S. Computer Science | Long Island University
9/2004 – 5/2008, Brookville NY
SummaCum Laude, Minor Degree (Music)

💼 EXPERIENCE

Assistant Director, COS IT | NC State University
2/2024– Present, Raleigh NC

- Supervise IT team [all tiers]
- Implement ITIL processes
- Manage COS IT projects
- Build relationships with clients & leadership
- Develop relevant SOPs / workflows
- Plan & implement infrastructure changes

Systems Administrator II | NC State University
8/2020– 2/2024, Raleigh NC

- Manage departmental servers
- Smart classroom design / support
- Write, review, update SOPs
- MacOS / Windows / LINUX endpoint management
- Provide web services
- Inventory management

Help Desk Support Specialist II | Sarah Lawrence College
2/2013– 8/2020, Bronxville NY

- Manage team of 45+
- Smart classroom design / support
- Create product documentation
- MacOS / Windows / LINUX endpoint management
- Lab administration & imaging
- Server administration

Network Operations / Library Systems Specialist | Molloy College
3/2004 – 9/2011, Rockville Centre NY

- Manage library web site
- End user support, faculty & staff
- Network issue support (hardware)
- Focus group new technologies for faculty use
- Campus digital signage
- Back end library systems support

🛠 SKILLS

- ServiceNow
- Active Directory Administration
- Server Administration
- Containerized Services
- Cluster & VM Management
- Project Management

🖥 AWARDS & CERTIFICATIONS

- 2021 EHRA Award for Excellence Nominee
- Apple ACMT / ACSP Certification
- Jamf Certified Associate
- Crestron DMC-T Certification
- ITIL 4 Certification