

# Ayan Khan

## Support Analyst

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*Bridgeview, IL | (773)-951-5759*

Certified Freelance IT specialist skilled in Windows optimization, FiveM server development, and DevOps deployment, seeking a cybersecurity/support analyst role to utilize expertise in system hardening, incident triage, and endpoint security.

## Work Experience

### IT Technician & Server Developer

Present

*Freelance | Remote / Client Sites*

Enhanced Windows performance, administered FiveM servers, employed DevOps, and generated technical documents.

## Projects

### FiveM Server Development

Present

- Reduced server downtime by implementing automated restart, health checks, and monitoring workflows.
- Deployed automated backup and restore procedures, enabling rapid recovery from crashes or data corruption.
- Designed role-based permission structures to limit administrative access and reduce misuse risk.
- Optimized server performance through resource tuning and load management, improving player stability under high concurrency.
- Standardized deployment and update processes, minimizing configuration drift and deployment errors.

### Windows Performance Optimization Projects

Present

- Identified and remediated performance bottlenecks caused by startup bloat, misconfigured services, and outdated drivers.
- Performed clean OS reinstalls with secure data backup and restoration, reducing system errors and instability.
- Improved system security posture by applying updates, removing vulnerable or unnecessary software, and hardening basic OS settings.
- Developed repeatable optimization checklists and documentation to ensure consistent results across systems.
- Reduced recurring support issues by educating users on maintenance best practices and safe system usage.

## Core Skills

**Operating Systems:** Windows, installation, optimization, updates

**Project Highlights:** FiveM Server Platform, Windows Performance Optimization Projects

**ADDITIONAL QUALIFICATIONS:** technical documentation, security controls, admin tools, work independently, small teams

Client Relationships, Microsoft Office, higher education, Code Compliance, life sciences, powerpoint, healthcare, Marketing, Bluebeam, excel, revit, communication skills, positive attitude, Mentoring, supervise, PMP

## Education

Western Governors University

Present

Bachelor of Science Cybersecurity and Information Assurance

## Certificates

Google IT Support Professional Certificate

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