ZAYN KHAN

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PROFESSIONAL PROFILE

Technically versatile IT professional who owned and ran an independent IT services and training business, taking full responsibility for operations, client service and technical delivery. Brings proven expertise in **hardware diagnostics down to circuit-board level**, **Windows deployment**, **data recovery** and **end-user support**, together with the ability to **train and develop Level 2 IT support staff**. Backed by seven years of continuous technical development in networking, Linux, cybersecurity, IT asset management and artificial intelligence, with working knowledge of modern programming languages. Disciplined, accountable and solution-focused.

PERSONAL DETAILS

Date of Birth	12 January 2004 (22 years)	Nationality	Bangladeshi
Languages	English (C1), Bengali (Native)	Availability	Immediate

CORE COMPETENCIES

- Hardware Diagnostics & Repair
- Windows Deployment & Setup
- Microsoft 365 Administration
- Incident Ticketing & Resolution
- Root-Cause Troubleshooting
- IT Helpdesk Support (L1–L2)
- Networking & Linux
- CRM Systems
- IT Asset & Inventory Control
- Client Service & Handling
- Technical Training & Mentoring
- Data Backup & Recovery
- Document Control & Records
- Preventive Maintenance
- AI & LLM Analysis

PROFESSIONAL EXPERIENCE

Owner, IT Trainer & Hardware Technician

Bangladesh | 2022 – 2025

Computer Gallery

LEADERSHIP & TRAINING

- Owned and managed Computer Gallery end-to-end, accountable for service delivery, clients and daily operations.
- Designed and delivered Level 2 IT training to 50+ students in computer hardware, networking and troubleshooting.
- Trained students in user account management and incident ticketing to helpdesk standards.
- Mentored trainees through hands-on IT support and maintenance, building job-ready capability.

TECHNICAL OPERATIONS

- Diagnosed and repaired desktops and laptops, including component and circuit-board level faults.
- Replaced, upgraded and configured hardware components; maintained printers and peripherals.
- Installed and configured Windows operating systems, drivers and essential business software.
- Recovered critical data and resolved complex technical issues, minimising downtime and data loss for clients.

TECHNICAL SKILLS

Office & Cloud	MS Word, Excel, PowerPoint, Outlook, Microsoft 365, OneDrive, Google Drive, Acrobat, Canva
Systems & Support	Windows, Linux, Networking, CRM Systems, Document Control, IT Asset Management
Security	Cybersecurity Fundamentals, Digital Footprint Analysis
AI & LLMs	Prompt Engineering, AI Reverse Engineering, LLM Analysis
Programming	Python, JavaScript, TypeScript, Java, C++, C#, Swift, Kotlin, Go, Rust

EDUCATION & TRAINING

Higher Secondary Certificate (HSC) – Science — 2020 – 2022
Kalihati Shajahan Siraj College, Tangail

Advanced Hardware Inspection & Repair — Professional Training
Circuit board repair and component diagnostics

Independent Technical Learning — 2019 – Present
Networking, Linux, cybersecurity, IT asset management, AI fundamentals

I hereby declare that the information above is true and correct to the best of my knowledge. References available upon request.