

Zain Khalil Khan

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EDUCATION

DePaul University

Bachelor of Science in Cybersecurity

Chicago, IL

Computer Science Minor | Dean's List

WORK EXPERIENCE

NASCAR

Information Technology Intern

Daytona Beach, FL

May 2026 – Current

- Provided enterprise IT support across NASCAR's Service Desk, Business Applications, Trackside Technology, and Venue Technology teams by resolving hardware, software, networking, and security issues, supporting technology deployments, and delivering efficient, high-quality customer service in a fast-paced motorsports environment.

Premier Early Childhood Education Partners

IT Intern

Chicago, IL

Jan 2026 – Current

- Delivered nationwide Tier 1 IT support for PCs, Microsoft 365, and mobile devices while also developing internal applications to streamline IT workflows, improve ticketing efficiency, and support device provisioning and onboarding across multiple locations.

DePaul University

Technology Support Specialist

Chicago, IL

Jan 2026 – Current

- Provided on-site IT and A/V support for classes, presentations, and events by troubleshooting Windows/macOS systems, audiovisual equipment, and conferencing tools, assisting users with Microsoft Office, Teams, Zoom, and Adobe Suite, supporting audio/video workflows, and maintaining documentation and equipment inventory.

IS Tier 2 Student Service Tech

Apr 2024 – Dec 2025

- Provided technical support for faculty and staff, troubleshooting hardware and software issues on Windows and macOS systems. Managed and resolved service tickets using ServiceNow
- Collaborated with cross-functional teams to resolve technical issues, ensuring minimal downtime for faculty and staff

Genius Squad Tech

Mar 2025 – Sept 2025

- Delivered front-line technical support to students, faculty, and staff across DePaul campuses, diagnosing and resolving hardware, software, and connectivity issues and assisted with system troubleshooting for Windows, macOS, and mobile devices, including malware removal, OS installations, and network configuration.

COL Technician

Mar 2024 – May 2024

- Supported technology in COL-enabled classrooms and managed AV equipment, performed system diagnostics, and assisted faculty with in-class technology.

Help Desk Associate

Sept 2024 – Dec 2024

- Delivered technical support for students, staff, and faculty; resolved hardware/software issues and ensured network connectivity and provided excellent customer service while maintaining system security.

PROJECTS

Fixr | AI-Powered Real-Time Tech Support Assistant

- Developed a multimodal AI support platform that diagnoses hardware and software issues through text, image, and live camera analysis, providing real-time troubleshooting guidance to reduce support workload and accelerate issue resolution.

Aegis Intelligence | AI-Powered Security Companion

- Engineered an autonomous cybersecurity platform that performs reconnaissance, vulnerability assessment, and penetration testing workflows, transforming raw security data into actionable threat intelligence and prioritized remediation recommendations.

Khan OS | Neural Operating System

- Architected a next-generation Neural Operating System that leverages multimodal AI to understand natural language, execute system-level actions, automate workflows, and deliver real-time insights through a high-performance React interface.

Employee Scheduling & Team Management System

- Built a full-stack workforce management platform integrating scheduling, team communication, and role-based access controls, improving operational coordination and reducing administrative overhead by 30%.

IT Support History Analytics Platform

- Developed a React, Python, and SQL-based IT support analytics platform that centralized support history, reduced troubleshooting time by 25%, and improved issue trend visibility for IT teams.

Automated Java & Python Grading Engine

- Designed and implemented an automated grading platform that securely compiles, executes, and evaluates Java and Python submissions at scale, generating test-driven feedback and significantly improving grading speed, consistency, and accuracy.

LEADERSHIP & VOLUNTEER

DePaul University College of Computing and Digital Media Undergraduate Ambassador | CDM Grader

Student Council/Government - held multiple elected roles including Head Boy, Society President, Prefect, and Sports Captain; managed 300+ students in events and bridged communication with school leadership.

TECHNICAL SKILLS

Cybersecurity | Network Security | Ethical Hacking | Penetration Testing | Python | Java | Flask | SQL | React | Windows/macOS | Linux | Cloud Computing | Technical Support | Web & App Development | Data Analysis | Git | DevOps | Incident Response | Vulnerability Assessment