

AHMAD SHEIKH-KHALIL

IT OPERATIONS & SERVICE DESK MANAGER | BUILDS THE TOOLING

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PROFESSIONAL SUMMARY

Service desk manager who builds his own tooling. Five years running IT for a 13-site healthcare network, plus four shipped products: an ITSM operations copilot with multi-provider AI integration, a live ITIL-aligned service management platform, an IT financial management dashboard for cost allocation and executive reporting, and a live consumer recommendation engine with 100+ daily users. Operationally: raised SLA compliance from 74% to 96% in three months, cut mean resolution time 35%, and led a 10-12 person multi-tier desk handling 4,000-5,000 tickets monthly. M.S. in Computer Information Systems, ITIL v4 certified. Fluent in English and Arabic.

PRODUCTS BUILT & SHIPPED

Tadbir - ServiceDesk Copilot | github.com/ahmadsk-cell/tadbir-case-study

- Operations layer for Mojo Helpdesk: queue monitoring, configurable Audit/Aged business-day watchdogs, AI-generated staff notes from ticket history, and KB/SOP/report generation. Built to replace the maintenance scripts I was running as a service desk manager.
- Multi-provider AI client supporting bring-your-own-key cloud inference (Anthropic, OpenAI, Gemini, NVIDIA) or fully local models (Ollama, LM Studio), so customers retain their own keys and AI spend.
- Stack: Next.js App Router, TypeScript, Tailwind, PostgreSQL/Prisma, Redis job queues, Mojo Helpdesk REST API v2. Org-specific queue and tag IDs discovered and mapped at runtime rather than hardcoded.

Mizan - Enterprise ITSM Platform | mizan.help - deployed on Cloudflare/Railway/Resend

- ITIL-aligned service management application, live: end-user portal and agent console with request/incident intake, ITIL change and incident workflows, and AES-256-GCM encrypted attachments at rest.
- Designed and deployed the full stack solo: information architecture, intake taxonomy, agent workflows, database, and infrastructure. TypeScript, Next.js, Railway-hosted Postgres, Cloudflare DNS, Resend for transactional email.

Qist - ITSM Showback & Chargeback Dashboard | github.com/ahmadsk-cell/Qist_ITSM-Showback-and-Chargeback-Dashboard

- Client-side IT financial management dashboard: department-level cost allocation, SLA-linked billing, compliance surcharges, and showback/chargeback mode switching, with branded executive PDF reporting.
- Built the full calculation model (asset base, ticket cost by tier and priority multiplier, shared overhead allocation, SLA credits/penalties) and CSV/JSON ticket import with smart field mapping. No backend; runs entirely in-browser.

BootShapes | bootshapes.com - live since July 2026, 100+ daily users

- Fit-advisory platform with a custom recommendation engine scoring footwear against a user-built foot profile across toe shape, width, volume, arch, and heel hold, returning explicit reasoning for each match. Nine-category foot taxonomy, privacy-first architecture requiring no accounts. Built and operated solo.

TECHNICAL SKILLS

Development: TypeScript, Next.js App Router, React, Tailwind, Python 3, SQL, REST API design and integration, PostgreSQL/Prisma, Redis, multi-provider AI integration (cloud BYOK and local inference)

Endpoint & Systems: Zoho ManageEngine Endpoint Central, unified endpoint management, silent deployment, imaging, patch and vulnerability management, Windows 10/11, macOS, Linux

Identity & Cloud: Active Directory, Azure AD/Entra ID, Okta, IAM provisioning, RBAC, group policy, Microsoft 365 administration and tenant migration, Azure, AWS, Citrix

ITSM: ITIL v4, incident, problem, change, and asset management, root cause analysis, escalation architecture, SLA governance, ServiceNow, Jira, Mojo Helpdesk, runbook and knowledge base authoring

Networking & Security: TCP/IP, DNS, DHCP, VPN, DHCP snooping, IP Source Guard, MAC filtering, rogue device detection, vulnerability remediation, UCaaS/VOIP (Zoom, RingCentral, Vonage)

PROFESSIONAL EXPERIENCE

IT Service Desk Manager & Support Engineer | June 2021 - June 2026

Insight Institute of Neurosurgery & Neuroscience (IINN) - Flint, MI

Final escalation point and endpoint engineering owner across 13 clinical and corporate sites, 1,200+ endpoints, and 4,000-5,000 tickets monthly under 24/7 uptime requirements.

- Deployed and customized unified endpoint management for silent software distribution, automated configuration, and custom script execution, reducing mean time to resolution by 35%.
- Developed custom API automations against the service desk platform that resolved aged tickets, generated staff reminders, and pushed real-time troubleshooting guidance into agent workflows, clearing 22% of aged backlog in two weeks.
- Rebuilt IAM provisioning and Active Directory profile governance, cutting access provisioning turnaround by 30% and eliminating a recurring class of access-related incidents at the root.
- Deployed a centralized virtual helpdesk across all sites, restructuring SLAs, ticket workflows, and the knowledge base; raised SLA compliance from 74% to 96% in three months.
- Built and led a 10-12 person multi-tier team: hiring, coaching, individual development plans, cross-training, and a documented escalation governance model.
- Planned and executed a Google Workspace to Microsoft 365 tenant migration for 500+ users including cutover, reconfiguration, and training, delivered three weeks early with zero disruption.
- Served as project lead for EMR/EHR platform deployment and optimization (eClinicalWorks, Meditech) and administered PSONe dictation infrastructure for the radiology team.

Substitute Teacher, K-12 and Special Education | December 2019 - May 2021

EDUSTAFF - Genesee County, MI

- Guest taught kindergarten through senior-level courses including special education; specifically requested for elementary, special education, and advanced high school classes.

Supervisor | 2013 - 2017

NCG Trillium Cinema - Grand Blanc, MI

- Supervised floor operations and staff for a high-volume multi-screen theater, coordinating shift coverage and customer service escalations.

EDUCATION & CERTIFICATIONS

M.S., Computer Information Systems - Grand Valley State University, Grand Rapids, MI | January 2017 - April 2019

B.A., Psychology - University of Michigan-Flint, Flint, MI | September 2011 - December 2015

ITIL v4 Foundation - PeopleCert / Axelos, April 2023 | **Google AI Professional Certificate** - Google / Coursera