

Mohammad Khalid

IT Support Specialist | ServiceNow, Microsoft Intune, Active Directory, Python, Linux

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Right to work in the UK until 30 June 2028

Summary

IT support specialist at S&P Global, London, handling incidents and service requests in ServiceNow, employee devices in Microsoft Intune, and user accounts and access in Active Directory. BSc Information Technology (2024). Also builds and ships software in Python, TypeScript and Node.js, with CI and automated tests, and uses AI coding agents such as Claude Code daily.

Experience

IT Support Specialist | S&P Global, London, UK | 2026 - Present

- Provide technical support to employees at a global financial intelligence and data company, handling incidents and service requests in ServiceNow.
- Support and troubleshoot employee devices with Microsoft Intune.
- Support user accounts and access in Active Directory.

Technical Skills

- **IT operations:** ServiceNow, Microsoft Intune, Active Directory, incident and service request handling
- **Languages:** Python, TypeScript, JavaScript (ES6+), C (C99), Bash
- **Systems and delivery:** Linux, Git, GitHub Actions CI/CD, Vercel, Node.js test runner
- **Development:** React, Next.js, Node.js, Firebase, OpenAI and Google Gemini APIs

Projects

Bustan Bakers website (bustanbakers.com) | Next.js, React, TypeScript, Tailwind CSS | 2025 - Present

- Built and deployed a statically generated multi-page site on Vercel with a GitHub Actions pipeline that fails the build if any route exceeds 178 KB gzipped JavaScript or 900 KB transfer, plus automated SEO checks.

Portfolio and git-backed CMS (iamkhalid.xyz) | Next.js, three.js, TypeScript | 2024 - Present

- Built a git-backed CMS with GitHub OAuth and signed sessions, and a scroll-driven three.js homepage with raw GLSL shaders.

Invent a GPT course (iamkhalid2.github.io/microgpt-course) | Svelte 5, Python, Pyodide | 2026 - Present

- Created a 19-chapter interactive course on building a GPT from scratch that runs Python in the browser (12 GitHub stars).

Education

BSc Information Technology | Graphic Era University, Dehradun, India | 2021 - 2024