

Ishaq Khan

IT & IDENTITY · OPERATIONS AND ENGINEERING

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IT manager and identity specialist with about ten years across startups, enterprise, and healthcare. I led IT for North America on a US\$200k annual budget, and I build the systems behind employee identity, devices, and SaaS: Okta SSO, HR-driven lifecycle automation, and asset management documented well enough to survive an audit.

80%	35+	4,000+	250+	8-site
FASTER PROVISIONING	APPS BEHIND SSO	ASSETS IN SNIPE-IT	ONBOARDINGS AUTOMATED	CLINIC GROUP, SOLO IT

CORE SKILLS

IDENTITY	Okta (SSO, SCIM, lifecycle) · SAML · OIDC · MFA · RBAC · access governance · joiner/mover/leaver automation
PLATFORMS	Google Workspace · Active Directory · Microsoft 365 · Slack · Notion · HiBob · Zendesk
ENDPOINTS	Miradore and Mosyle MDM (macOS, Windows, iOS, Android) · zero-touch provisioning · YubiKey MFA · Snipe-IT · Kaseya RMM · BitLocker and FileVault
SYSTEMS	Terraform (AWS) · Linux (RHEL, Debian) · shell scripting · Python (project work) · UniFi · CrowdSec · ITSM · SOC 2 and PHIPA evidence

EXPERIENCE

IT Manager — Zanib Malik Denturist Professional Corporation <i>Ontario · sole IT lead for an 8-location denturist clinic group</i>	Oct 2024 – present
- Own identity and access for every clinic system: user provisioning, role-based access, and SaaS permissions - Built the knowledge base holding IT documentation, clinic procedures, onboarding guides, and access rules - Built DentureFlow, the production system the labs run on, live and past 300 cases: intake opens a case, barcodes track it through every stage, work is routed by each assignee's current load, and reception can see where any denture is. A partner portal lets referring dentists submit patient details before the first visit - Migrated the group off basic phone lines onto a VoIP system with one number and department routing, so a caller reaches the right clinic's reception instead of a busy signal - Handle the patient-data privacy obligations that come with healthcare IT in Ontario, under PHIPA, including running the clinic's LLM automation on a local machine so no patient information leaves the premises	

Senior IT Engineer — Aiven

Aug 2021 – Sep 2024

Toronto, remote · global open-source data-platform company · led IT for North America

- Led IT for North America inside a six-person global IT team, owning a US\$200k annual budget and managing one direct report. Trained the colleague who succeeded me, who shadowed the role to move out of hiring and into IT
- Built the HR-driven joiner-mover-leaver automation upstream of Okta: a scheduled job on a Terraform-built AWS host watched HiBob and created or suspended Okta accounts behind a Slack approval gate, and Okta SCIM did the rest. Provisioning fell 80%, from 2.5 hours to 30 minutes, and an HR termination revoked access at once
- Ran SOC 2 access review campaigns against the Snipe-IT system of record, reclaiming licences from leavers and role changes, backed by a scheduled Snipe-IT to HiBob licence parity check
- Rolled out Okta SSO with role-based access control across 35+ enterprise services and standardised the SAML/OIDC integration patterns behind them
- Ran the Miradore MDM estate across macOS, Windows, iOS, and Android, with FileVault and BitLocker enforced
- Built zero-touch device provisioning: a hire in HiBob told me who was joining and in what role, the right Apple hardware was ordered and pre-enrolled through Miradore, and 250+ new hires signed in with their own credentials with no imaging or manual setup
- Issued YubiKeys to every employee and provisioned them through Okta, making phishing-resistant hardware MFA the standard
- Built an assistant over the internal knowledge base that answered questions scoped to the asker's role, so people got what they were entitled to see and nothing else
- Tracked 4,000+ assets in Snipe-IT, from laptops and monitors to phones, iPads, docks, and conference-room hardware, with documentation solid enough to pass compliance audits, and ran procurement with Lenovo, Apple, Microsoft, Adobe, and Google

Senior IT Technician — Performance Auto Group

Dec 2019 – Jul 2021

Brampton, Ontario · dealership group, 1,500+ employees across 40+ dealerships

- Administered Active Directory, network equipment, VoIP, and Windows endpoints across every branch; looked after 15,000+ IT assets. Merged each acquired dealership into the domain and Group Policy, and built new sites from nothing
- Migrated the organisation from Windows 7 to 10 with Kaseya on rolling updates, keeping dealerships open, after replacing an approved plan to upgrade all 1,500 machines by hand from a USB stick

Earlier roles

2017 – 2021

Senior IT Technician, CarBe (remote, part-time) · Senior Network Technician, Forex Plus (networks and disaster recovery, 800+ clients) · Data Center Technician (contract), Elucient Enterprises, Herndon VA

PROJECTS

BrightPath. Encrypted clinic software for autism-therapy teams, in development under Pathway to Hope. Child data is encrypted on the device before it reaches the database, role-aware access for staff and parents, PHIPA driving the architecture.

BudBud (BinaryForge). Built the LLM layer of a desktop AI assistant: retrieval and embedding pipeline, voice, screenshot-based game detection.

LEADERSHIP

Founder & Executive Director — Pathway to Hope

2024 – present

Federally registered nonprofit · free mental-health and addiction education for ages 13–25

- Founded the organisation, built the technology behind its programs, and still run the identity and collaboration stack the team works in. Programs have reached 8,000+ young people across Canada from Kitchener

EDUCATION

Sheridan College — Computer Engineering Technician, Information Technology

2013 – 2015

Networking, server systems, security, and CI/CD pipelines · Red Hat RHCSA Rapid Track course