

Khaneil Campbell

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SUMMARY

Technology services professional with over four years of experience supporting enterprise technology and user adoption at Columbia University. Skilled in technology consultation, request intake and triage, requirements gathering, and stakeholder engagement across faculty, staff, and administrators. Builds hands-on AI projects with Claude, MCP connectors, and API integrations, and brings ServiceNow and ITIL discipline to responsible AI adoption.

PROFESSIONAL EXPERIENCE

Columbia University New York, NY | Remote
Service Desk Technician Jul 2022 – Present

- Provide consultative technology support to students, faculty, staff, and administrators, assessing technical needs, identifying solutions, and facilitating enterprise technology adoption, with a 96% call quality score.
- Apply Columbia CHAT to troubleshoot complex technical issues, analyze error messages, and identify solutions, while following University guidance on responsible AI use and data privacy.
- Manage approximately 180 incidents and service requests monthly through ServiceNow, coordinating intake, prioritization, documentation, escalation, and resolution, with a 100% ticket review quality score.
- Develop knowledge base articles and self-service resources to improve troubleshooting and service delivery.

NYC Health + Hospitals, Service Desk Analyst New York, NY | Oct 2021 – Jul 2022
Montefiore, Desktop Support Specialist Intern New York, NY | May 2021 – Aug 2021

AI & TECHNICAL PROJECTS

AI-Assisted Portfolio Website | khaneilcampbell.com Apr 2026 – Present

- Built and maintain a multipage portfolio website with Claude, covering design, HTML and CSS, content, responsive layout, and accessibility fixes.
- Configured the domain, DNS, and Email Routing on Cloudflare, deployed through GitHub Pages, and added a GitHub Actions security check on every push plus Python scripts that audit security, accessibility, and links.

Multi-Agent Commerce Pipeline | Independent Project Apr – Jul 2026

- Built a Python pipeline where CrewAI agents on Claude plan products and publish them to Shopify from a Linux VPS, with tests, secret scanning, and dependency audits in GitHub Actions.
- Connected Claude to Canva's remote MCP server through the Anthropic API's MCP connector to generate product designs, with a Canva Connect API fallback for reliable exports.

AI-Assisted SOC Brute Force Detection Lab | github.com/khancam15 Mar – Apr 2026

- Used Claude as an AI assistant to plan the attack and detection workflow, write and debug the Python automation, troubleshoot Git, and produce the README and walkthrough.
- Simulated an SMB brute-force attack from Kali Linux on Windows 11, detected failed logons (Event ID 4625) with Splunk SPL threshold alerts, and automated triage case notes through the Splunk REST API with Python.

SKILLS

AI & Emerging Technologies: Generative AI, Prompt Engineering, AI Workflow Automation, Responsible AI

AI Platforms & Integrations: Columbia CHAT, Claude, Claude Code, MCP Servers and Connectors, Anthropic API

IT Service Management: ServiceNow, ITIL 4, Incident & Request Management, Knowledge Management

Business Analysis & Consulting: Requirements Gathering, Stakeholder Engagement, Technical Consultation

Automation & Technical Tools: Python, VS Code, REST APIs, GitHub, Cloudflare, Splunk, n8n, API Credentials

Enterprise Technologies: Microsoft 365, Active Directory, Windows, macOS, Linux, Identity & Access (IAM)

PROFESSIONAL DEVELOPMENT

AI Literacy: Advanced Course for Developers | Columbia University

Cybersecurity Mentorship | Columbia University

Mentored by Columbia's Cybersecurity Engineering Manager on data privacy, risk, and responsible AI use.

CERTIFICATIONS

CompTIA Security+ | ITIL 4 Foundation | HDI KCS Foundation | HDI Customer Service Representative

EDUCATION

Buffalo State University | B.S. in Individualized Studies | Concentration in Computer Information Systems