

Don Yoon

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About

Passionate IT professional with a strong background in computer networking and a proven history of success in the technical industry. Skilled in technical support, network troubleshooting, time management, and teamwork. Recently graduated with a Bachelor of IT (Network Security) and seeking a junior IT position to apply and expand my knowledge in the field.

Experience

IT Technical Support | POSWAY PTY LTD | North Strathfield, NSW | Dec. 2020 – Nov. 2022

- Provided primary IT support for hospitality, retail store networks, and office staff.
- Addressed various hardware and software issues, including device troubleshooting, system updates, and network connectivity, both on-site and remotely using TeamViewer.
- Installed, configured, and maintained POS systems, incorporating hardware, switches, and network printers.
- Resolved user networking and account issues (Active Directory) for office staff.
- Supported peripheral devices and add-ons, such as ANZ, Westpac Presto, and EFTPOS.
- Escalated complex issues to IT manager, team members, suppliers, and vendors as needed.
- Created internal IT documentation, including POS setup and installation checklists.
- Tested new and custom applications prior to release.

Sales Associate | Watch Station (Fossil Group, Inc.) | Homebush, NSW | Oct. 2019 – Dec. 2020

- Delivered superior customer service, met sales targets, and managed daily tasks such as stocking, pricing, inventory control, and transactions.
- Collaborated with the team to ensure smooth operations of the boutique.

Education

Bachelor of IT (Network Security) | TAFE NSW | 2019-2023

Relevant Courses:

Advanced Internetworking: Covered CCNA/CCNP topics, gaining hands-on experience with network troubleshooting tools like Wireshark, Packet Tracer, and GNS3. Enhanced practical knowledge through direct engagement with physical devices in TAFE labs.

Advanced Network Security: Applied cybersecurity methodologies using Kali Linux and tools like Nmap for penetration testing within virtual machines, focusing on network vulnerabilities and security measures.

Cloud Computing: Explored cloud-based technologies and strategies, including architectures such as AWS, providing a robust understanding of deploying and managing applications on cloud platforms.

Virtualisation: Delved into the concept of virtualisation, including understanding Type 1 and Type 2 hypervisors. Explored containerisation technologies like Docker, all aimed at creating scalable and flexible software environments by virtualising physical hardware resources.

Secure Programming: Focused on the development of secure software applications, incorporating the principles of secure design.

Big Data and Advanced Database Concepts: Explored NoSQL databases, data management and analysis techniques using Pandas library and MongoDB in practical lab settings.

Certification

Cyber Technologies | La Trobe University | 2023

- Applied cybersecurity technologies and frameworks, covering firewalls, IDS, IPS, and honeypots.
- Developed fundamental networking knowledge and proficiency in threat and vulnerability identification.

Skills

Networking:	TCP/IP, DNS, Subnetting, Network Switching, Routing Protocols
Programming Languages:	Python, JavaScript
Databases:	SQL, MongoDB
Web Technologies:	HTML, CSS, Bootstrap, Node.js, React
Operating Systems:	Windows (10, 11), macOS, Linux
Remote Access:	TeamViewer, Microsoft Remote Desktop