

# KENYANG LUAL

kdlual@syr.edu | Syracuse NY

## Summary

I am an experienced Analyst with a M.S. in Applied Data Science, specializing in leveraging full-stack development skills, data analysis, and cybersecurity to optimize network systems and enhance operational efficiencies. My professional background at major companies has equipped me with a deep understanding of system reliability and customer satisfaction. I excel in fast-paced environments, effectively employing problem-solving skills and a commitment to technological advancements, ensuring the delivery of innovative solutions in the technology sector.

## Skills

- Active U.S. Security Clearance
- Technical Support Background
- Cloud Management
- Full Stack Development
- Object-Oriented Programming
- Customer-Oriented
- SQL
- Python
- Network Debugging
- Technical Troubleshooting

## Experience

### UTOC Network Engineer | National Grid - Syracuse, NY | 02/2024 - Current

Prioritized alarms and incidents in a fast-paced operations center to meet SLA commitments, enhancing system reliability and customer satisfaction.

Led proactive technology monitoring and implemented corrective actions, ensuring optimal system performance and reducing downtime.

Collaborated with cross-functional teams for incident diagnostics and resolution, providing technical updates to senior management and improving inter-departmental communication.

Championed process improvement initiatives and system changes, significantly increasing operational efficiency and team productivity.

### Technical Specialist | Apple Inc. - Syracuse, NY | 07/2022 - Current

Provided exceptional customer service and technical support to Apple customers, resolving hardware and software issues with a focus on maintaining high customer satisfaction and loyalty.

Conducted product demonstrations and one-on-one training sessions, empowering customers to make the most of their Apple devices and software, contributing to increased product adoption and customer engagement.

Collaborated with the sales team to identify customer needs, recommend appropriate Apple products and accessories, and deliver personalized solutions, resulting in increased sales and revenue generation.

Contributed to a positive in-store environment by assisting in inventory management, ensuring product availability, and actively participating in store events and promotions to drive foot traffic and sales growth.

### Full Stack Jr. Developer | Hack Upstate - Syracuse, NY | 04/2023 - 09/2023

Successfully completed a rigorous 6-month Full Stack Development Bootcamp, cultivating a versatile skill set that includes front-end and back-end development expertise, which translates into a robust foundation for data analysis.

Demonstrated proficiency in data-driven web applications by designing and deploying interactive platforms using HTML5, CSS3, JavaScript, React, and Node.js, showcasing an aptitude for data visualization and user-friendly data interfaces.

Collaborated effectively within cross-functional teams during the bootcamp's agile development projects, highlighting

strong teamwork, communication, and problem-solving abilities, essential for collaborative data analysis projects.

Gained valuable experience in database

management, RESTful API development, and version control systems like Git, offering a solid technical foundation to effectively gather, manipulate, and analyze data for informed decision-making in a data analytics role.

**Information Technology Intern** | Onondaga Public Library - Syracuse, NY | 06/2022 - 08/2022

Provided hands-on technical support to library staff and patrons, assisting with hardware and software issues, troubleshooting network connectivity problems, and offering guidance on the use of library resources and digital services.

Installed, configured, and maintained library management software, productivity tools, and digital resources, ensuring that all systems were up-to-date and accessible to library users.

Conducted training sessions for library staff and patrons to improve their digital literacy, including workshops on basic computer skills, internet safety, and the use of library-specific software and databases.

Assisted in maintaining an accurate inventory of IT equipment and resources, including tracking asset information, documenting procedures and policies, and contributing to the creation of user-friendly guides for common IT issues and tasks.

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## Education and Training

Syracuse University | Syracuse, NY

**Master of Science:** Applied Data Science

Syracuse University | Syracuse, NY

**Bachelor of Science:** Information Systems

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## Websites, Portfolios, Profiles

- <http://linkedin.com/in/kennylual>
- <https://kennylual.com/>

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## Accomplishments

- Army Achievement Medal
- Dean's List
- National Honor Society

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## References

References available upon request.