Max Chan

Cyber Security Management Student

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Profile

I am a highly self-motivated individual looking to develop my career. I have been successful at applying my education and experience in work-based roles with strong results. As a valued member of the team I have applied strong levels of aptitude and skill in providing solutions to problems. Adopting knowledge and studies into real-world scenarios. As a dynamic individual I work well in different environments, providing positive contributions with a willingness to learn and adopt. I am focused and hard-working, as well as having strong ambition to be highly successful.

Final year student studying a BSc in Cyber Security Management at Bournemouth University, a sandwich course for which year three was spent with Siemens AG. Supported the IT department with a number of technical roles over the course of 12 months. Currently studying cybercrime, security assurance and situational awareness which involves understanding current, common and future risks and the threats they indicate to industry as well as investigating mitigation and remediation techniques. My final year project will be creating an intrusion detection system on a Raspberry Pi for an SMB or home network as a cost-effective method of protection in industry.

Professional Experience

Siemens AG – Business IT Intern   August 2018 - September 2019

Started with change request requirements where communication with customers and suppliers was crucial. Assessed infrastructure limitations that Siemens had been facing and implemented solutions to provide enhanced efficiency in the processes. Exhibited strong levels of proficiency which supported additional levels of responsibility such as training a small team to handover to over the course of 3 months, also applied theoretical knowledge from university to an auditing role based around SAP authorisations which put into perspective the topics I had been taught.

The year at Siemens has enhanced my communication skills and teamworking skills. I also learnt how to use ServiceNow and expanded my knowledge on the Microsoft suite of applications. To finish the year off I also took part to help organise the Big Summer Cycle, a charity cycle ride, in which I was involved with organising the technology for riders and organisers.

Experience
- Supported multiple teams and projects simultaneously
- Troubleshoot and resolve issues
- Auditing authorisations in SAP system.
- Co-ordinating consumer technology for riders and staff.

Kazoku Bars – Waiter/IT support   October 2016 - August 2018

I ensured all customers were highly satisfied with food and experience by delivering the best service possible. At Kazoku Bars I worked seamlessly and efficiently with teams and with different departments including front of house and kitchen. I took orders and looked after customers by answering any questions they would have about their experience.

At Kazoku Bars engagement with customers was key, this grew my personality and inter-personal skills. Moreover this, collaborative working resulted in less errors and delays for the food and kitchen staff.

Experience
- Work under pressure
- Support the IT and communications of the business
- Co-ordinate staff and customers

Virgin Media Work Experience   Summer 2015

I took it upon myself to gain some work experience at Virgin Media. During the week I was there I learnt a huge amount about their network, cloud, cabling and day to day life in a professional workplace. I worked with two graduate engineers who taught me all about network systems and architecture.

At Virgin a key skill I learnt was to explain complex terminology in high level terms which has really helped me throughout my career, I've found this to be important at any workplace.

Experience
- Network architecture
- Presenting

<u>Marks and Spencer</u> - Customer Assistant   2014 - May 2016

Provided a high-quality customer service experience to shoppers by ensuring products are available and stocked correctly and to support queries from customers to facilitate their purchases.

M&S being a first job delivered many skills from understanding customer needs to efficiently communicating with the team and they have proved to be ever evolving.

Experience
- ➤ Customer support
- ➤ Customer queries
- ➤ Enhancing customer experience

Education

<u>Bournemouth University</u> – Cyber Security Management   September 2016 - Present

I am currently in my final year of university which I am thoroughly enjoying. I achieved a strong 2:1 in my second year and I hope to better this by the end of my year. Below are just a few of the modules that I worked on throughout the years.

- Computer Security – A technical unit, looking at concepts such as cryptography and networks.
- Principles of Programming – Introduced into the Python programming language and these skills were transferred to other units such as Digital Forensics.
- Digital Forensic Fundamentals – Used programming knowledge to solve problems such as brute forcing passwords.
- Cyber Security Assurance – Wholistic view on industry problems and opportunities such as up and coming risks to businesses and formulating mitigation examples.
- Cybercrime – A unit understanding types of malware and the gaps in local and international laws to apprehend or find criminals.

<u>Queen Mary's College</u>   September 2014 - July 2016

College was a great period for me, I made many friends and achieved grades that I was very happy with. I studied Business, ICT, Computing and Maths at AS level. Below are the grades that I achieved.

ICT-B	Business Studies-C	Computing-C	Maths (AS Level)-B

<u>The Costello School</u>   September 2009- July 2014

Science-A Additional Science-B	English Language/ Literature-B	Mathematics-A
Religious Studies-B	Business Studies-B	Computing-A
ICT-A	Electronics-B	Graphics-B

Personal Attributes

- ➤ Good levels of concentration
- ➤ Methodical in my approach to work
- ➤ Understand the culture and ethics of large organisations
- ➤ Good communicator
- ➤ Provide meaningful inputs – Team player
- ➤ Willing to learn
- ➤ Focused individual

Other Interests

- ➤ Travelling and experiencing new cultures
- ➤ Technology enthusiast with a good understanding PC and mobile platforms
- ➤ Performance car enthusiast
- ➤ Keeping up to date with latest fashion trends.
- ➤ Shoe re-selling business
- ➤ Fitness through sports and regular exercise.