

Ng Shannon

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Summary

Year 2 Networking & Security student with hands-on experience in IT operations and digital automation through a voluntary internship. Quick learner with solid troubleshooting skills and a growing passion for building websites using HTML and CSS. Looking to gain more real-world experience in web or front-end roles to sharpen my skills and contribute to meaningful projects.

Education

Bachelor of Science in Information Technology (Computer Networking and Security)

Sunway University | January 2024 – January 2027

- **CGPA:** 3.58/4.00
- **Award:** Dean List in Semester 3 & Semester 4
- **Certificates:** CCNA: Introduction to Networks - Cisco

Experience

IT Intern | SoFit Personal Training Studio (Nov 2024 – Current)

- Helped set up the company website structure and provided input on layout, content, and basic troubleshooting
- Designed and built custom chatbot workflows in Respond.io to automate customer conversations, improving response efficiency and engagement.
- Handled troubleshooting and communication with Respond.io support to resolve technical issues and explore new automation features.

Sales Assistant | Ninjaz Setia Alam (May 2023 – Aug 2023)

- Gained product knowledge in electronic gadgets
- Practiced customer service, staying friendly and professional even in challenging situations.
- Built strong teamwork by supporting colleagues during busy hours and problem-solving skills

Teacher Assistant | Treemendous Setia Alam (April 2023)

- Developed problem-solving and communication skills through one-on-one assistance.
- Assisted with student supervision during breaks and transitions to ensure safety and structure.

SKILLS

- Problem Solving ★★★★★☆
- Positivity ★★★★★★
- Self-motivation ★★★★★☆