

LINKAI ZHANG (SAM)



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CAREER OBJECTIVE

Current ICT support Intern at The History Trust of South Australia. Recent graduate with a Bachelor of Information Technology from the University of South Australia, specializing in Networking and Cybersecurity. Seeking an ICT role where I can utilize my skills in technical support and customer service, and a wide range of software tools (Jira, Power BI, Google Analytics, Microsoft 365, Cisco Packet Tracer). My goal is to apply my strong customer service background, technical support experience, and ability to multitask to contribute effectively to innovative IT projects; and to constantly deliver value to employers and clients while continuously learning and growing in the field.

TECHNICAL SKILLS

- | | |
|--------------------------|---|
| • Programming Languages: | Python, SQL, HTML, CSS, JavaScript |
| • Frameworks: | .NET, Next.js |
| • Operating System: | MacOS, Windows10, Linux |
| • Software / Tools: | Atlassian Jira, Microsoft 365, Office 365, Microsoft SharePoint, Power BI, Google Analytics, Microsoft Intune, WordPress, Cisco Packet Tracer, Cisco NetLab, GitHub, Visual Studio Code |

TRANSFERRABLE SKILLS

- | | |
|---------------------|--|
| • Customer service: | Cross-channel communication, Technical support, Product consulting, Device troubleshooting, Problem solving, Multi-tasking |
| • Languages: | English (Proficient), Mandarin Chinese (Native) |

EDUCATION

PERFORMANCE EDUCATION

Nov 2023 to May 2024

Professional Year

Key Subjects: Australian Business Culture, Professional Workplace Writing, Professional Workplace Communication, Professional Meetings and Presentations, Australian Workplace Environment.

UNIVERSITY OF SOUTH AUSTRALIA

Feb 2020 to Jul 2023

Bachelor of Information Technology (Networking and Cybersecurity)

Key learning areas included: Cisco Networking, Python Programming, Fortinet Network Security, SQL and .Net Framework.

Courses achieved **High Distinction**: Network Fundamental (INFT 1012)

Courses achieved **Distinction**: Problem Solving and Programming (COMP 1039), Information Technology Fundamental (INFT 1016), Object Oriented Programming (COMP 1046), Project Studio (INFS 2043), Business Resilience (INFS 3038), CCNP Enterprise Services (INFT 3023)

WORK EXPERIENCE

IT Intern

History Trust of South Australia – Adelaide, SA

Jun 2024 – Present

- Logging and resolving tickets using Atlassian Jira for internal users.

- Diagnosing, patching, and replacing mobile devices and desktops.
- Website data visualization using Google Analytics (GA4) and Microsoft Power BI.
- Device configuration, management and patching using Microsoft Intune.
- File management in Microsoft SharePoint, OneDrive, and Teams.
- Documenting Digital asset transformation.
- Editing and publishing content on Company SharePoint based intranet.

Retail Consultant

Optus – Adelaide, SA

May 2023 – May 2024

- Provided in-store telecom product consultations.
- Processed sales.
- Offered excellent in-store customer service.
- Responsible in troubleshooting devices and customers' accounts.
- Operated printers and Fax machines.

Chinese Tutor

Superprof

Feb 2022 – Oct 2022

Providing customised Tutoring service

Volunteering

Interpreter at South Australia Business Expo 2021 (translating for Chinese customers and Australian suppliers).

TECHNICAL PROJECT:

Unisa NetLab Alternative System

University of South Australia

Mar 2023-July 2023

- Objective:** Developing an SDN-based system to replace the current Cisco NetLab to deliver training, practice, and exams for Unisa CCNA/CCNP courses in the future.
- Tools:** Jira, Cisco Packet Tracer, Cisco NetLab, Microsoft 365, OpenFlow SDN controller, Mininet, syslab.
- Duties:** As part of a team of four, my tasks include implementing and visualizing pain points of the current system, designing network topology, and implementing proof of concept using Mininet and OpenFlow SDN controller.
- Outcome:** The solution design and Proof of Concept approved by the client, the idea of using SDN controller to replace Cisco Netlab was proved feasible.

PERSONAL PROJECT:

Statistical Website – Vinjury 2.0 (Oct 2023 - Present)

Public Link: <https://vinjury.org/>

- Description:** A website developed using the Next.js framework that incorporates interactive map features and data visualization from CSV files, all seamlessly integrated with a MongoDB database and NumPy.
- Objective:** Develop a Next.js based website using CSV files as data input, visualise, present, and integrate data with the website.
- Duties:** As part of a team of two, my tasks include data cleaning, testing, and visualizing using MongoDB, Copilot and NumPy, creating front end functions and effects using CSS, HTML and JavaScript.
- Outcome:** Client approved; Website published.

REFERENCES

Available upon request