

LINKAI ZHANG

ICT SUPPORT BACHELOR OF IT

CONTACT

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- <https://zlksam.github.io/SamZhangPortfolio/>
- Adelaide, South Australia

TECHNICAL SKILLS

Programming Languages:

Python, SQL, HTML, CSS, JavaScript

Frameworks: NET, Next.js

Operating System:

MacOS, Windows, Linux

Software / Tools:

Jira, Confluence, Microsoft 365, Office 365, Microsoft Teams, Cisco PacketTracer, Cisco NetLab, GitHub, Visual Studio Code, Power BI,

EDUCATION

University of South Australia

Bachelor of Information Technology (Networking and Cyber security)

2020 - 2023

- 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)

PROFILE

Current IT intern at History Trust of South Australia; An IT graduate from the University of South Australia specializing in Networking and Cybersecurity, with previous experience as a Retail Consultant at Optus, driven by a deep passion for technology. Seeking for career opportunities in Security/Risk analysis, IT Helpdesk, or Cybersecurity roles, aiming to utilize my technical proficiency and strong communication skills to deliver significant value to employers and clients.

WORK EXPERIENCE

ICT Support Intern

The History Trust of South Australia

June 2024 - Present

- Logging and resolving tickets for internal users using Jira Confluence.
- Diagnosing, patching, and replacing mobile devices and desktops.
- File management in Microsoft SharePoint, OneDrive, and Teams.
- Documenting Digital asset transformation.
- Editing, managing, and publishing content on Company SharePoint intranet.
- Data visualization using Power BI and Google Analytics

Retail Consultant

May 2023 - May 2024

Optus -- Adelaide, SA

- 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.

Volunteering

Sep 2021

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

PROFESSIONAL TRAINING

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.

LANGUAGES



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REFERENCES

Available upon request

TECHNICAL PROJECT

UNILAB

University of South Australia ICT Capstone project

March 2023 - July 2023

Objective: Developing an SDN-based system to replace the current Cisco NetLab to deliver onsite and remote training practice and exams for Unisa CCNA/CCNP courses in the future.

Tools: Jira, Cisco Packet Tracer, Cisco NetLab, Microsoft 365, OpenFlow SDNcontroller, 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 SDNcontroller to replace Cisco Netlab was proved feasible.

Link to design solution document:
<https://docs.google.com/document/d/1c8vSgtmoZSC4zc1pdy8rZXjxx0jjPQ4F>

PERSONAL PROJECT

Vinjury 2.0

Oct 2023 - Present

(Dynamic website based on Next.js)

Website 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, visualize, 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.