CYRUS LUM

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EXPERIENCE

Retail Supervisor | LEGO Brand Retail   **July 2022 - Present**

- Perform card and cash transactions with mobile POS system while providing excellent customer service
- Regularly order supplies in accordance with store needs
- Manage shipments, oversee associates, perform opening and closing duties
- Train staff to adhere to LEGO customer service standards
- Manage store flow and operations

Brick Specialist (Sales Associate) | LEGO Brand Retail   **October 2021 – June 2022**

- Handled cash and provided customer service
- Answered the phone to answer customers' questions
- Cleaned and sanitized store to ensure a clean environment for guests
- Worked with other Brick Specialists as a team on shipment days
- Moved and organized heavy boxes

General Crew | McDonald's Canada   **June 2018 – September 2021**

- Cooked food and memorized recipes
- Cleaned and sanitized restaurant to maintain a food-safe environment
- Worked with other crew members as a team
- Moved and organized heavy crates of food

EDUCATION

Kwantlen Polytechnic University | B. Tech in Information Technology   **January 2023 – Present**

- Experience with Linux shell scripting, JavaFX, networking, HCI, SDLC, GUI design, wireframes, cybersecurity, operating systems and computer building/troubleshooting
- Familiar with programs such as NetBeans, Virtual Box, Scene Builder and Wireshark

Langara College | Completed 50 credits and transferred   **September 2020 – December 2022**

- Experience with Java, C++, JavaScript, Python, HTML, CSS, web development, and web media design
- Familiar with programs such as eclipse, VS code, IntelliJ, and various Adobe programs

Matthew McNair Secondary School | High School Diploma   **September 2015 – June 2020**

- Recipient of the District Authority Excellence in Music scholarship award
- Recipient of the BCCIE Excellence in Chinese scholarship award

PROJECTS

Proxmox Virtual Homelab   **June 2024**

- Set up personal DNS server using Pi-hole to enhance home internet security and privacy
- Installed Apache for file hosting on the web
- Future goals: setup NAS system, interception of machine traffic for ethical hacking

KPU INFO 2314 System Development Project   **January 2024**

- Lead GUI designer in a mock grocery store POS application-based system, using JavaFX and SQL for class project
- Designed the GUI with Scene Builder
- Programed functions with Java
- Connected application to MySQL database

Personal Website Project   **August 2023**

- Designed and developed a personal website with HTML and CSS
- Implemented HCI and design principles for optimal user experience
- Integrated email and social media buttons to enhance user engagement
- Currently integrating JavaScript for increased interactivity