Enoch Luu

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CAREER PROFILE

Driven Managed Services Technician with a strong aptitude for problem-solving and troubleshooting skills. Proven ability to communicate effectively, both independently and within teams, to achieve project goals. Highly self-motivated to continuously enhance my skills and advance professionally within the IT sector.

PROJECTS

EVENTful
ReactJS, Python (Flask), MySQL
- Designed and developed a custom graphical interface using ReactJS for customers to select seats during ticket purchases, enhancing user experience and interactivity.
- Integrated MySQL database management to store event details, customer information, and ticketing data, ensuring data integrity and efficient retrieval for event hosts and customers.

Trip Collab
NextJS, Python (Flask), PostgreSQL, Redis, Postman, Docker
- Implemented backend functionalities using Python (Flask), PostgreSQL, and Redis, ensuring efficient data storage, retrieval, and caching for seamless group interactions.
- Utilised Postman for API testing and validation, guaranteeing robust and error-free communication between frontend and backend components.

CrowdWeave
JavaScript, Python (Flask), PostgreSQL, NGINX, Jenkins
- Developed a risk assessment algorithm using Google Places API and NSW Health data, providing users with real-time "COVID-safety scores" for public spaces.
- Optimized web server performance through NGINX deployment, demonstrating proficiency in infrastructure optimization and enhancing application reliability.

DIMY Protocol
Python, SHA-256, Diffie-Hellman, Shamir Secret Sharing, TCP/IP, UDP
- Implemented eavesdropping and attack simulations, exploring vulnerabilities like relay attacks, packet manipulation, and potential Denial of Service risks to the server
- Applied cryptographic techniques, including SHA-256 hashing and Diffie-Hellman key exchange, to secure EphID generation and communication, ensuring the integrity and confidentiality of broadcasted data in the DIMY protocol.

EXPERIENCE

Managed Services Technician   **Jul 2024 - Present**

Emerging IT, North Sydney, NSW
- Directed comprehensive backup operations, achieving seamless data recovery across 150+ client environments by employing advanced monitoring and swift resolutions of backup errors.
- Strengthened email security by driving the implementation of email whitelisting and blacklisting, and assessing potential threats, providing vital support to the cybersecurity team in reducing spam and enhancing overall security.
- Managed user access across hybrid cloud and on-premises environments by implementing and enforcing robust identity and access management policies, strengthening security and streamlining operations.
- Significantly reduced client downtime by rapidly diagnosing root causes of recurring network issues and enhancing operational reliability, resulting in improved client productivity and service continuity.
- Expedited resolution of service desk tickets, constantly exceeding KPI's by efficiently managing high workloads and multitasking to address complex hardware, software, and network challenges.
- Collaborated with cybersecurity, account management, and senior projects teams to address technical challenges and ensure seamless service delivery, contributing to the successful execution of client projects.

Senior Pharmacy Assistant   Feb 2021 - Jul 2024
Student Pharmacist   Jul 2019 - Feb 2021

Chemist Warehouse, Chatswood Central, NSW

- Resolved complex interdisciplinary issues to improve patient outcomes by implementing effective communication strategies and fostering collaboration among professionals from diverse disciplines.
- Significantly improved customer service outcomes under time constraints, ensuring positive customer experiences by employing strong problem-solving skills and diplomatic approaches to conflict resolution
- Streamlined operational workflows by achieving precise data entry, banking and end-of-day figures while efficiently multitasking, demonstrated by meticulous attention to detail and precision.

SKILLS

Programming
- Python
- Java
- Bash

Web Development
- HTML
- CSS
- Javascript (ReactJS, NextJS)

Cloud Technologies
- Cloud Identity and Access Management (Azure Active Directory, Microsoft 365)

Tools:
- Git, Insomnia, Postman

Scripting and Automation
- Powershell

Database Management
- SQL (PostgreSQL, MySQL)

Cybersecurity
- Email filtering and whitelisting (Proofpoint, Mailguard)
- Application whitelisting (Threatlocker)
- EPP/AV management (Sophos)

Networking
- Remote access configuration (Citrix, FortiClient, Sophos Connect)
- Network monitoring (Kaseya, N-Central, NUC setup)
- Wireless Network Management (Aruba , Ubiquiti)

IT Operations
- Backup and Disaster Recovery (Veeam, Quest, Acronis)
- Reporting and metrics (BrightGauge, ScalePad)
- Server Provisioning and Configuration (Hyper-V, VMware, RDS Servers)

EDUCATION

Bachelor of Science (Computer Science)
University of New South Wales
2020 - 2023

Bachelor of Pharmacy
University of Sydney
2018 - 2020

LEADERSHIP AND ENGAGEMENT

Toastmasters International
- Demonstrated strong communication and leadership abilities by excelling in impromptu speaking sessions, effectively engaging audiences and confidently leading in high-pressure, dynamic environments.

CompClub Mentor
- Fostered strong student engagement by delivering clear, concise lessons and breaking down complex concepts, enabling high school students to gain a deep understanding of technical topics.

CSESoc Peer Mentor
- Guided 12 first-year students through their transition, establishing strong connections and offering personalized support to help them succeed academically and socially.

CERTIFICATIONS

Google IT Support Professional Certificate