

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 skills and advance professionally within the IT sector.

EXPERIENCE

Managed Services Technician

Jul 2024 - Present

Emerging IT, North Sydney, NSW

- Independently took charge of critical projects, adapting quickly to challenges and ensuring timely, successful completion aligned with business objectives.
- Directed backup operations across diverse environments, ensuring seamless data recovery for 200+ clients through advanced monitoring and rapid error resolution.
- Significantly reduced client downtime by swiftly diagnosing and resolving network issues and resource constraints, improving client productivity and service continuity.
- Rapidly identified and analysed security threats, responding urgently to incidents and strengthening defenses against potential breaches.
- Managed user access across hybrid cloud and on-prem environments by implementing robust identity and access policies, improving security and streamlining operations.

Senior Pharmacy Assistant

Feb 2021 - Jul 2024

Student Pharmacist

Jul 2019 - Feb 2021

Chemist Warehouse, Chatswood Central, NSW

- Resolved complex interdisciplinary issues by implementing effective communication strategies and fostering collaboration among diverse healthcare professionals, improving patient outcomes.
- Improved customer service performance by leveraging problem-solving skills and diplomatic conflict resolution, ensuring positive experiences even under time constraints.
- Streamlined workflows by ensuring precise data entry and end-of-day figures across multiple systems, enhancing operational efficiency and accuracy.

PROJECTS

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.

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 optimisation and enhancing application reliability.

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.
- Containerized the application using Docker, enabling consistent development and deployment environments, and laying the foundation for scalable DevOps workflows.

EDUCATION

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

Bachelor of Pharmacy
University of Sydney
2018 - 2020

SKILLS

Programming <ul style="list-style-type: none">• Python• Java• Bash	Web Development <ul style="list-style-type: none">• HTML• CSS• Javascript (ReactJS, NextJS)	Cloud Technologies <ul style="list-style-type: none">• Cloud Identity and Access Management (Azure Active Directory, Microsoft 365)
Tools: <ul style="list-style-type: none">• Git, Insomnia, Postman	Scripting and Automation <ul style="list-style-type: none">• Powershell, PIA	Database Management <ul style="list-style-type: none">• SQL (PostgreSQL, MySQL)
Cybersecurity <ul style="list-style-type: none">• Email filtering and whitelisting (Proofpoint, Mailguard)• Application whitelisting (Threatlocker)• EPP/AV management (Sophos)	Networking <ul style="list-style-type: none">• Remote access configuration (Citrix, FortiClient, Sophos Connect)• Network monitoring (Kaseya, N-Central, NUC deployment)• Wireless Network Management (Aruba , Ubiquiti)	IT Operations <ul style="list-style-type: none">• Backup and Disaster Recovery (Veeam, Quest, Acronis, ShadowProtext SPX)• Reporting and metrics (BrightGauge, ScalePad)• Server Provisioning and Configuration (Hyper-V, VMware, RDS Servers)

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