

# Enoch Luu

☎ 0478570288 ✉ enochluu9@gmail.com 💻 <https://www.linkedin.com/in/enochluu/> 🌐 <https://www.enochluu.com/>

## CAREER PROFILE

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Driven Cyber Security 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

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### Cyber Security Technician

Feb 2026 - Present

Emerging IT, North Sydney, NSW

- Implemented Intune endpoint hardening and configuration to enforce Essential 8 security controls across client systems.
- Executed application control policies and vulnerability remediation, actively strengthening endpoint security posture.
- Monitored and triaged live SOC alerts, identifying suspicious activity and supporting rapid containment to protect client infrastructure.

### Managed Services Technician

Jul 2024 - Present

Emerging IT, North Sydney, NSW

- Managed backup operations across diverse environments for 200+ clients independently, reducing recurring backup failures by 78% and cutting daily average error resolution time from 4 hours to under 1 hour.
- Developed Python and PowerShell automation scripts to streamline backup monitoring and recurring audit tasks, reducing manual effort by 90% and improving operational efficiency.
- Exceeded 95% of SLA response targets for critical network and resource constraint incidents, resolving issues quickly and maintaining strong client satisfaction.

### 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

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### 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.

## EDUCATION

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### Bachelor of Science (Computer Science)

University of New South Wales  
2020 - 2023

### Bachelor of Pharmacy

University of Sydney  
2018 - 2020