

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 within four months, adapting quickly to challenges and ensuring timely, successful completion aligned with business objectives.
- Directed backup operations across diverse environments, ensuring seamless data recovery for 150+ 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.
- Utilised Postman for API testing and validation, guaranteeing robust and error-free communication between frontend and backend components.

EDUCATION

Bachelor of Science (Computer Science)

University of New South Wales
2020 - 2023

Bachelor of Pharmacy

University of Sydney
2018 - 2020

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, PIA

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 deployment)
- Wireless Network Management (Aruba , Ubiquiti)

IT Operations

- 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