

# Tsz Ching FAN (Kate)

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Results-oriented individual pursuing a Master's degree in Informatics. Proven leadership skills and hands-on experience in the I.T. industry. Actively seeking fulltime opportunities to apply technical proficiency in I.T. field. Committed to fostering diversity and inclusion, and enthusiastic about continuous growth as a leader in a dynamic work environment.

## EDUCATION

<b>Master of Informatics</b> , Northeastern University Current GPA: 3.9	Expected to be graduated in March 2025 Toronto, ON
<b>Bachelor of Engineering</b> , The Chinese University of Hong Kong <b>Major: Information Engineering</b>	September 2013- July 2017 Hong Kong

## SKILLS

<b>Professional Skills:</b>	IT troubleshooting, Cybersecurity knowledge, Task-oriented, problem-solving, team player, leadership, project management, communication, vendor management, strategic planning
<b>Technical Skills:</b>	MS Software (Excel, Words, Powerpoint, Teams, Outlook, Onenote, Sharepoint), CISCO Router & Switch (Core L2/L3 switching and routing, LAN/WAN), WIFI (Wireless AP) and CUCM (Call Manager system), Firewall (Palo Alto, Checkpoint), Cloud Infrastructure, (Azure, Alicloud, GCP), Cloud Security (Splunk, Zabbix, PA Prisma Cloud), F5 products (SSL VPN, BigIP, Load Balancer), SDN (Talari), Network Function Virtualization (NFV), VMWare, Database management, SQL Server Database
<b>Languages:</b>	Fluent in English and Mandarin, Native in Cantonese

## WORK EXPERIENCE

<b>Northeastern University, Toronto Campus</b> <b>Tutor</b>	February 2024 – April 2024 (Winter term)
<ul style="list-style-type: none"><li><u>Tutor of Database Management Systems Course</u><ul style="list-style-type: none"><li>- Provide weekly tutoring and group sessions to review key topics and provide academic guidance to students</li></ul></li></ul>	
<b>Oriented Overseas Container Line Limited, Hong Kong</b> <b>Senior Technical Analyst</b>	July 2017 – July 2023 (Full time)
<ul style="list-style-type: none"><li><u>Majored in cloud infrastructure, work as cloud architect, in charge in different clouds projects:</u><ul style="list-style-type: none"><li>- Actively participated in digital transformation project to implement hybrid cloud k8s active-active architecture</li><li>- Collaborate closely with cross-functional teams (system, dev, operation team ..etc) to work together on several cloud projects</li><li>- Designed and implemented cloud data center with high availability (HA) to ensure resilience on multi cloud platforms</li><li>- Established Azure Stub offices globally (6 regions) to migrate on premise overseas office digitalization</li><li>- Introduced regulations and policies with international standard to maintain adequate security level of cloud environment on all cloud platforms</li></ul></li><li><u>Implemented and Support Global remote access network during Covid</u><ul style="list-style-type: none"><li>- Implemented 10+ VPN gateways globally, including in on-prem and cloud environment, to support sudden change in working location during Covid-19</li><li>- Provide support 10000+ colleagues from global office to work from home</li></ul></li><li><u>Led certain projects related to critical network migration in both Data center and remote offices</u><ul style="list-style-type: none"><li>- Leading Network Functional Virtualization (NFV) Projects in major offices globally, i.e. UK, India, Australia, China to reduce operation cost and increase resilience</li><li>- Migrating core switches, major firewalls, load balancers in Hong Kong major data centres</li><li>- Worked with different vendors, third parties to design and implement network solutions globally</li></ul></li><li><u>Joined 3rd Tier support team (July 2020 – Present), provided professional support to ad-hoc incidents globally, including areas related to cloud, routing, switching, WIFI, security</u></li><li><u>Worked in Network Support Team (July 2017 – July 2019) and being promoted as Team leader (July 2019-July 2020), leading a team of six to provide daily support globally (Routing and switching)</u><ul style="list-style-type: none"><li>- Deliver assistance to over 50 offices, addressing various needs such as office network management, software connections, and cybersecurity measures.</li></ul></li></ul>	

- Document all new procedures, changes, unexpected incidents.
- Handling different vendors in different aspect including different ISPs, cabling vendors and hardware vendors
- Work on support tickets (related to network, cloud, security) and manage user expectations.

## **SERVICE**

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- **Participate in Volunteer Service for Habitat for Humanity (October 2023)**
  - Offer help to renovating their store (North York Branch)
- **Volunteered as a Peer Mentor in Northeastern University (September 2024 – Present)**
  - Provide guidance for new international student to familiar themselves with their study in Northeastern University

## **CERTIFICATION**

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- Cisco Certified Network Associate CCNA (January 2018)
- Microsoft Azure Fundamental AZ-900 (April 2020)
- Cisco Certified Network Professional CCNP (August 2020)
- Microsoft Azure Administrator Associate AZ-104 (December 2021)
- 2nd Runner-up in Splunk Boss of the SOC Event (2022)