

# Pun Kate Cruz

Hong Kong, China

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## EDUCATION

**City University of Hong Kong**

*Bachelor of Engineering in Information Engineering*

**Hong Kong, China**

Sep 2024 - Aug 2028 (Expected)

## WORK & LEADERSHIP EXPERIENCE

**JPMorgan Chase & Co.**

*Apprentice, WTS Operations Team*

**Hong Kong, China**

Aug 2024 - July 2025

- Provide comprehensive support for day-to-day technology activities within office premises, including IT asset management and critical technology rooms.
- Assist in the deployment of IT assets and equipment, ensuring timely and accurate setup and configuration.
- Collaborate with team members to troubleshoot and resolve hardware and software issues, ensuring minimal disruption to operations.
- Contribute to the maintenance and upkeep of critical technology rooms, ensuring optimal functionality and adherence to security protocols.
- Participate in technology-related projects and initiatives, actively seeking opportunities to improve processes and enhance efficiency.

**United Overseas Bank**

*IT Help Desk (Contracted under Eastech Limited)*

**Hong Kong, China**

May 2023 - Jun 2024

- Assisting with IT project coordination, planning and execution
- Includes tasks like maintaining project documentation, updating project status reports, etc
- Responding to technical questions and issues raised by users.
- Provide guidance on system usage, installing and configuring software, etc.
- Communicating project updates, collaborating with various departments or users to ensure smooth project execution, and providing efficient support

## CERTIFICATIONS

**Microsoft Certified: Azure AI Fundamentals**

*Microsoft*

Issued Nov 2022

**Upskilling for a Greener Future Project - Stream A Technological Skills Lab**

*The HKFYG Leadership Institute*

Issued Apr 2024

**Introduction to Cybersecurity**

*Cisco*

Issued May 2024

**Networking Basics**

*Cisco*

Issued Jun 2024

**NDG Linux Unhatched**

*Cisco*

Issued Jul 2024

**Ethical Hacking Essentials (EHE)**

*Code First Girls*

Issued Jul 2024

**MOOC Sprint - Intro to Web App Security**

*Cisco*

Issued Jul 2024

## Honors & Awards

**FWD Leadership Program Case Competition 2024 - 3rd Place**

*FWD Group*

Issued Jun 2024

## SKILLS, ACTIVITIES & INTERESTS

### Language :

- Fluent in English; Conversational Proficiency in Cantonese, Putonghua

### Technical Skills :

- Familiar in HTML, CSS, Javascript, and PHP; Learned C++, Python, Java, SQL
- Familiar in O365, Microsoft Copilot, Wix.com; Learned Wordpress, Linux

### Interests:

- Swimming, Hiking, Reading Books