

Pun Kate Cruz

Hong Kong, China

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EDUCATION

Marymount Secondary School

Hong Kong Diploma of Secondary Education Examination

Hong Kong, China

Sep 2016 - Jun 2022

Hong Kong Community College

Associate in Information Technology

Hong Kong, China

Sep 2022 - Jun 2024

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

Leadership & Communication: Student Ambassador Programme

Student Ambassador & English Ambassador

Hong Kong, China

Oct 2022 – Aug 2023

- Act as MC at various College events
- Tell visitors about my student life at HKCC.
- Give campus tours to visitors.

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

Interests:

- Swimming, Hiking, Reading Books

CERTIFICATIONS & TRAINING

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

She Lives Tech: Jump into Java

FDM Group

Issued Mar 2024

Full Stack Web Development Course 2024: Bootcamp

Udemy

Issued May 2024

Introduction to Cybersecurity

Cisco

Issued May 2024