

KIN KONG

Entry-Level SOC Analyst

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EXPERIENCE

Traditional Chinese Customer & Community Support Specialist

Digital Extremes

02/2022 - Present London, ON, Canada

- Tier 1 Incident Triage and Response: Investigated and resolved ~10-15 daily tickets related to account security, including unauthorized access and technical issues.
- Monitored user-generated content to enforce security policies and mitigate threats like phishing or malicious posts.
- Identified and reported 5+ system defects and potential vulnerabilities monthly to the development team to improve product security.
- Authored bilingual documentation (FAQs) to standardize responses for common security inquiries, improving team efficiency and user self-service.

IT Support Specialist (On-Call)

Lamps Theatre

08/2015 - 09/2021 Hong Kong

- Managed company domains, email systems, and VPN services
- Monitored server conditions and ensured stable ticketing operations
- Supported digital infrastructure and data integrity

Assistant Project Manager

The Boys' and Girls' Clubs Association of HK

09/2017 - 04/2021 Hong Kong

Student IT Assistant

Hong Kong Baptist University

09/2014 - 06/2016 Hong Kong

EDUCATION

B.Sc. in Information Technology

Western Governors University

2025 The United States of America (USA)

- Awarded the WGU Tech is Everywhere Scholarship during IT studies
- Program focuses on job-ready skills through a competency-based model that integrates key industry certifications, such as CompTIA and AWS, directly into the curriculum.

MFA in Drama and Theatre Education (Thesis-based)

The Hong Kong Academy for Performing Arts

2021 Hong Kong

- Awarded the HKAPA Alumni Association Scholarship during postgraduate studies
- Note key learnings, experience and skills gained relevant to the job.

B.Soc.Sc (Hons) in Sociology & B.Ed (Hons) in Liberal Studies Teaching, Minor in History

Hong Kong Baptist University

01/2016 Hong Kong

SUMMARY

Entry-Level SOC Analyst Motivated IT professional with a B.Sc. in Information Technology, certified in CompTIA CySA+, Security+, and AWS Cloud Practitioner.

Hands-on experience in technical support and cybersecurity through home labs and self-driven learning. Background in Sociology and Drama Education (MFA), bringing strong analytical and communication skills.

Seeking an entry-level IT or cybersecurity role, supported by proven self-discipline and the ability to balance full-time work with technical and creative achievements.

CERTIFICATION

CompTIA: CySA+, Security+, Network+, A+

CompTIA Stackable: CIOS, CSIS, Security Analytics Professional

Microsoft: Security, Compliance, and Identity Fundamentals, Azure AI Fundamentals, Data Fundamentals

AWS: Certified Cloud Practitioner

ISC2: Cybersecurity Certification (CC)

Google Professional Certificate: Cybersecurity Certificate, Data Analytics Certificate

Other: ITIL® 4 Foundation, Linux Essentials

SKILLS

| AWS | AWS Cloud | Azure |
|---------------|-----------|--------------|
| Cybersecurity | DNS | IDS |
| JIRA | Linux | Log Analysis |
| Microsoft 365 | SIEM | Virtualbox |
| VPN | ZenDesk | |