

# 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    ITIL

JIRA    Linux    Log Analysis

Microsoft 365    SiEM    Virtualbox

VPN    ZenDesk