Norton Lui

Systems Analyst at City of Los Angeles

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Work Experience

City of Los Angeles, Information Technology Agency – Systems Analyst
08.2020 – Present

- Analyze, troubleshoot, and resolve software and hardware issues remotely and on site.
- Use Microsoft WDS & MDT to image workstations through USB and PXE for consistent & secure systems.
- Manage and document user incidents through ServiceNow for proper information flow.
- Employ RSAT to use tools such as Windows Active Directory & Group Policies to enforce department hierarchies to minimize cybersecurity risk through systems hardening.
- Support elected official meetings to guarantee smooth operation.
- Safeguard enterprise networks by ensuring hardware are running the latest security patches.
- Developed C# .NET Windows GUI application to automatically and efficiently redact CSV Zoom logs to be CPRA compliant formatted PDFs

Los Angeles Department of Water and Power - Student Professional Worker
07.2018 – 09.2018,
07.2019 – 03.2020

- Used SQL to create ad-hoc reports used to help identify faulty electric & water meters.
- Increased usable storage space by using SQL to identify and remove thousands of duplicate database bill entries.
- Detected and resolved migration concerns regarding Oracle Customer Care & Billing upgrades by using Python to automatically check for database conflicts with in-house applications.
- Developed multiple console apps in C# used to automatically populate, migrate, and export database table information into spreadsheets & emails in order to secure more consistently up-to-date and immediately available reports for end users.
- Created flexible web pages using C# and ASP.Net for reports dashboard for users to view and download custom reports that could be tuned and sorted with specific parameters.
- Converted in-house internal reports dashboard consisting of 100+ pages to use the more modern, compact, and standalone Oracle Managed Data Access Driver to eliminate a reliance on outdated & unnecessary files for faster and easier development in the future.

Education

University of California, Irvine – B.S. in Computer Science
09.2016 – 03.2020

- GPA 3.47/4.00

Arcadia High School
08.2012 – 06.2016

- GPA 3.84/4.00 unweighted

Projects

PcPartPrices
https://github.com/nkinlui/pcpartprices

- Interactive Windows application with informative feedback written in C#. Displays pc part specifications along with ability to estimate part prices and export results.

WAL-EZ
https://github.com/nkinlui/wal_ez

- Python script that uses the Selenium library to quickly automate the Walmart purchase process.

Skills

Java, Python, C++, C#, SQL, Unix (Bash), Microsoft Office, Google Docs, Apache Subversion, Git, HTML, Microsoft Windows, BI Publisher, Active Directory, ServiceNow, Google Workspace