

Norton Lui

Systems Analyst II at Los Angeles Department of Water and Power

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Work Experience

Los Angeles Department of Water and Power – Systems Analyst II

10.2021 – Present

- Assist in developing, managing, and reviewing cybersecurity policies, procedures, guidelines, awareness, and training programs.
- Created application with Python that interacts with Cornerstone OAuth and REST APIs to efficiently update Active Directory users & groups for Cyber Awareness Training enforcement. Along with SMTP notifications, these steps culminate into a robust automated process with 85% reduced execution time vs manual enforcement procedures. Makes use of RSA-2048 and AES-128 hybrid encryption scheme for OAuth transaction.
- Aggregate data from Azure DevOps OData endpoints into formatted reports using Python for greater insight into User Acceptance Testing analytics.
- Developed Python script to generate Active Directory reports to verify inactive accounts with past due last logins.

City of Los Angeles, Information Technology Agency – Systems Analyst

08.2021 – 10.2021

- Analyze, troubleshoot, and resolve software and hardware issues remotely and on site.
- Use Microsoft WDS & MDT to image workstations through USB and PXE for updated 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

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