



Bui Hai Long, Samson

I am a cooperative, honest, hardworking and helpful person, a student always willing to learn new things. Seeking a chance to further my skills in a digital workspace.

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📞 60634899

📍 Hong Kong

EDUCATION

Associate Degree in Business Hong Kong Community College

09/2018 - 06/2020

Higher Diploma in Cloud and Data Centre Administration

Hong Kong Institute of Vocational
Education (Lee Wai Lee)

09/2021 - Present

WORK EXPERIENCE

Intern, Customer Operations Engineer Equinix

09/2022 - Present

Achievements/Tasks

- Provide Technical Support services including: Data Centre operations, equipment maintenance and service provisioning
- Install and uninstall customer connectivity service, including circuit testing and labeling
- Provide training workshops to new or junior team member
- Perform cross connect related audit duties, record validation and housekeeping work
- Incident handling, problem troubleshooting and escalation to upper tier
- Maintain accurate records, document all problems, and prepare reports

Shop Assistant Regent Building Material Supplies Company Limited

02/2021 - 08/2021

Achievements/Tasks

- Provide advice and recommendations store items to customers as needed
- Addressing and resolving customers complaints in a professional manner
- Maintaining and decorating store front
- Process transaction
- Making sales invoice in SAP
- Handling administrative tasks

SKILLS

Cloud Computing

Python programming

Linux

Windows administration

CERTIFICATES

Microsoft Azure Data Fundamentals – DP-900

Microsoft Azure AI Fundamentals - AI-900

Microsoft Azure Fundamentals - AZ-900

LANGUAGES

Cantonese - Native

Native or Bilingual Proficiency

English DSE Lv4

Professional Working Proficiency

Japanese JLPT N2

Limited Working Proficiency

Vietnamese - Basic

Conversation

Elementary Proficiency