

# Louis Li

Address: 20/9 Eduard Place Calamvale QLD 4116

Mobile: 0425 840 623

Email: [zswenjin.li@gmail.com](mailto:zswenjin.li@gmail.com)

GitHub: <https://github.com/woodylouis>

## Summary

---

I have currently studying at Griffith University with a keen interest in network administration. I am passionate about the I.T. Industry and have a deep desire to learn and grow as a professional network engineer.

I possess excellent network administration skills which I gained from the Queensland University of Technology. I have been my internship in Directions Technology and worked for MSY Technology where I have demonstrated my strong written, communication and teamwork skills.

## Education

---

30 Nov 2017 – Current	<b>5613 – Master of Information Technology</b> <i>Griffith University</i> Brisbane QLD Australia
15 Feb 2016 – 30 July 2016	<b>PSP52412 – Diploma of Interpreting</b> <i>Sydney Institute of Interpreting and Translating</i> Brisbane QLD Australia
21 July 2014 - 25 November 2015	<b>IT43 – Master of Information Technology</b> <i>Queensland University of Technology</i> Brisbane QLD Australia Key Units Studied: <ul style="list-style-type: none"><li>• Programming Fundamental (IFN501)</li><li>• Network Systems (IFN507)</li><li>• Network Planning (INN352)</li><li>• Advanced Network Management (IFN641)</li><li>• Computer System Security (IFN643)</li><li>• Mobile Network Engineering (ENN524)</li><li>• Project Management (IFN700)</li></ul>
23 July 2012 - 25 May 2014	<b>BS05 – Bachelor of International Business</b> <i>Queensland University of Technology</i> Brisbane QLD Australia

## Degree Related Projects

---

### 2015 – I.T. Capstone Project with Letslol Corporate Network

- Planned and built a complete computer network for the given scenario within the virtualized networking environment VMware vSphere
- Resolved technical issues
- Completed each requirement as per timebox deadlines

## 2018 – Design a database for Commonwealth Transport Services (CTS)

(<https://github.com/woodylouis/A-database-for-CTS>)

- Figured out properties and business rules as per requirement
- Draw the entity relationship diagram using draw.io online
- Built relational database schema for the database
- Constructed the database for CTS

## Employment History

---

March 2017 – August 2017

### **Directions Technology – Centralised Services Engineer (Internship)**

Brisbane QLD Australia

Achievements:

- Migration of firewall system (Wilmar Gavilon) - Untangle from the old server, as one of parts of the project

Duties:

- Set up new workstations for customers
- Proactive compliance checks – disk space, backup, security, Active Directory
- Assisting Reactive Support Team members with their core tasks
- Writing and updating technical process documentation and ensuring its addition to the quality system
- Acronis Backup configuration
- Kaseya Remote Management Tool administration and usage
- Cisco router, access point configuration

October 2016 – March 2017

### **MSY Technology Pty Ltd - Store Manager (Slacks Creek)**

Brisbane QLD Australia

Achievements:

- Led and organized the team to reach Christmas sales aim
- Ensure critical operational procedures are executed in line with business standards
- Assist in new staff intake training (SOP, Standard Operating Procedure)

Duties:

- Troubleshoot system and network problems and diagnose and solve hardware/software faults for customers on spot
- Perform daily store management procedures (EOD, stock take, stock transfer in/out, etc)

June 2016 – October 2016

### **MSY Technology Pty Ltd - Store Customer Helpdesk**

Brisbane QLD Australia

Achievements:

- Ordered custom builds for customers without IT background within their budgets and needs

Duties:

- Provided customers with Level 1 & 2 Service Desk support to make initial diagnosis, providing advice on unknown errors, sending products for warranty in line with SOP and updating incident records accordingly
- Advised customers regarding wide ranges of IT products and services and how they work with their businesses and personal needs

## Career Objective

---

I am a passionate IT professional who has been studying in a deeper level in field of Network and Security in Griffith University. I have been chasing a junior developer and network administer position which can help me push me further to the higher level.

## Technical Skills

---

<b><i>Networking Skills:</i></b>	<b><i>Software Development:</i></b>
Cisco Router	C# – Entry
- 1800 & 1900 series	Swift – Entry
- 2800 series & more	Python – Entry
Cisco Switch	HTML – Entry
- Catalyst 3560 & more	CSS3 – Entry
VMware Virtualisation	MySQL - Intermedia
Operation System:	NoSQL - Intermedia
- Linux command line	
- Windows OS	
- MAC OS	
Network Monitor	
- ConnectWise	
- Kaseya	
- Wireshark	

## Soft Skills

---

- Teamwork (Currently working in a team environment)
- Communication skills (Gained through dealing with customers and colleagues in my position as a Help Desk Officer)
- Flexibility
- Interpersonal skills
- Positive attitude

## Languages

---

- Cantonese: Native Speaker
- Mandarin: Native Speaker

- English: Fluent

## **Hobbies**

---

- PC/System assembly
- Reading: Mainly up-to-date news about Information Technology and biographies like Steve Jobs
- Travelling: bush walking, visiting the beach

## **Referees**

---

References will be provided upon request