

Kai Tang

CYBER SECURITY ENGINEER

EXECUTIVE SUMMARY

Cyber Security Graduate with 2 years of experience as a Delivery Engineer specializing in SolarWinds and New Relic technologies. Possess knowledge of various types of penetration testing tools and hands-on experience in reconnaissance and basic exploitation of different networks and web applications. Experienced in analyzing network traffic and implementing security measures in accordance with ISO27000 standards. Skilled in delivering enterprise-level full-stack observability and monitoring solutions for networks, applications, IT infrastructure, and cloud solutions using both on-premises and SaaS-based solutions.

CAREER HISTORY

Infosys

2021-Present

Delivery Engineer @ NBN

03/2022-Present

- Created consolidated dashboards providing an overall health check view of the application data elements and servers, streamlining manual access to multiple platforms.
- Integrated automation scripts monitoring with CyberArk, GitHub, ServiceNow, SolarWinds, and web-based applications, improving operational efficiency.
- Facilitated seamless integration of MySQL, MongoDB, RedShift/PostgreSQL, and Oracle with New Relic, utilizing custom SQL queries written in YAML for efficient monitoring of database performance and availability.
- Set up and configured RedHat Enterprise Linux servers with private minions and Docker to improve production environment availability on a daily basis.
- Efficiently gathered project requirements, provided accurate project cost estimates to clients, and delivered high-quality and tailored solutions within specified time and budget constraints.

Application Operation Support @ NBN

06/2021-03/2022

- Recognized as a specialist in New Relic and SolarWinds, with responsibility for training new hires on product knowledge, technical support practices, and standard procedures.
- Reduced false alerts and saved cost by identifying and removing outdated alerts, policies, and decommissioning idle servers.
- Delivered fast and thorough solutions through efficient analysis and requirements gathering, ensuring on-time delivery and adherence to SLA timelines, leading to a consistently high level of excellence.
- Conducted root cause analysis on alerts, incidents, and scripts, leading to timely enforcement of policies in production environments and ensuring compliance with governance standards.

- Assist users with onboarding servers to New Relic, and onboarding router switches to SolarWinds.
- Spearheaded the onboarding of applications to NBN Private Cloud, resulting in reduced time and effort for team members in provisioning new servers.
- Ensured that the application support plan was regularly updated and maintained for stakeholders

MS Mobiles Repairs

2020-2021

Sales and Mobile Repair Technician

07/2020-03/2021

- Stock control to ensure that sufficient inventory is available.
- Customer consulting and support for hardware and software issues.
- Diagnosis of hardware and software faults and quotations for repairs.
- Conducting repairs to and replacement of components for Samsung and Apple mobile phones.

CERTIFICATES

- Splunk Core Certified Power User Dec 2022
- AWS Certified Cloud Practitioner Dec 2021
- TryHackMe Top 3%

TECHNICAL SKILLS LANGUAGES

Language: Java Node JS Python R UNIX Bash CSS3 HTML5 MYSQL, YAML

Software: New Relic, SolarWinds, Splunk, Wireshark, Docker, Postman, Selenium, Jira, ServiceNow

QUALIFICATIONS

- Bachelor of Science with Cyber Security Major (Curtin University) 2018 - 2020
- Diploma of Information technology (Curtin College) 2017- 2018

LANGUAGES

- Mandarin (Native)
- English (Professional)

AWARDS

- Star Performer of the month – SLA Management, Communication, Proactive participation, teamwork
- Infosys Insta Award

Referees supplied on request