

Ying Shuen Jocelyn, Choo

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WORK EXPERIENCE

Expert Systems Limited

Jun. 2024 – Present

Solutions Engineer

Hong Kong

- Manage **on-prem infrastructure** and set up **virtualization** platforms for internal and client environments
- Work onsite at a major bank as a **Windows and Unix Engineer**, coordinating and deploying security **patches to fix vulnerabilities** across servers.
- Support system hardening, monitor patch status, and assist in incident remediation and change windows.
 - **Stack:** Unix/Linux, TrueSight Automation, VMware, Hyper-V, Windows Server, Sangfor HCI VDI

Best Buy

Aug. 2023 – Apr. 2024

Computer Solution Advisor

Vancouver, CA

- Best Buy is a Fortune 500 company with over \$40 billion in revenue, specializing in consumer electronics and home appliances.
- Delivered personalized technical support and collaborated with Geek Squad on tech services.
- **Awarded Star of November's employee in 2023 by providing exceptional personalized services.**

Sing Yeah Store

Jun. 2022 – Nov. 2022

Freelance Developer

Remote

- Built and managed an online store; configured/customized platforms (Yedpay, AWS) and implemented customer data security measures.

Study With Me Limited

Jun. 2021 – Oct. 2021

Software Engineer Intern

Hong Kong

- Assisted in design and deployment of AWS cloud components; automated Zoom sessions with Selenium; used BitBucket for deployments; improved site performance with Redis.

EDUCATION

The Hong Kong Polytechnic University

Nov. 2022

Bachelor of Science, Internet and Multimedia Technologies

Hong Kong

- **Second Class Honors, Division 1**

Shoreline Community College

Jun. 2015

Associate of Arts, Computer Science

Seattle, WA

Projects

Feature Extraction in Malware

Jun. 2021 – May 2022

- Performed dynamic analysis in Ubuntu to extract malicious/benign API features for machine learning training.
- Implemented Python ML experiments comparing six algorithms; **XGBoost** achieved the best overall accuracy.

CERTIFICATIONS, SKILLS & INTERESTS

- **Certifications:** Microsoft 365 Certified: Teams Administrator Associate, Fundamentals
- **Technologies:** Python, Bash, Powershell, Selenium, Bitbucket, virtualization setup, vulnerability patching
- **Skills:** Troubleshooting, Cross-team collaboration, client-facing support
- **Interests:** DIY Home improvement, Car Camping & Backpacking, Home Gym Person