

Michael Feng Sai

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EXPERIENCE

B&E Foods

Nov. 2024 – Jan. 2025

IT Support Technician

Wangara, Perth, WA

- Supported the setup of IT and network infrastructure for a food production facility, including rack layout, structured cabling, patch panels, and site connectivity testing.
- Assisted with IP CCTV and security camera setup, including device connectivity, IP addressing, NVR/DVR support, and basic troubleshooting.
- Configured and tested network devices, workstations, access points, and site equipment to support stable daily operations.
- Prepared basic network documentation and supported onsite issue resolution during the facility setup and handover process.

State Grid Xinjiang Electric Power Co., Ltd. – Electric Power Research Institute

Aug. 2018 – Apr. 2024

IT Infrastructure & Security Specialist

Urumqi, China

- Supported enterprise network operations, IT infrastructure documentation, and onsite technical support in a critical-infrastructure environment.
- Maintained network topology records, assisted with switch/router configuration, and supported troubleshooting of connectivity and infrastructure issues.
- Conducted cybersecurity risk assessments, vulnerability assessments, log analysis, and OT/ICS security compliance checks for field sites and internal systems.
- Supported firewall and IDS deployment, configuration review, and routine maintenance to improve security monitoring and operational reliability.
- Prepared technical reports, incident response drill plans, protection plans, and onsite handling procedures for security and infrastructure activities.

PROJECTS

IT Support Ticket Analysis Dashboard | *Python, pandas, Streamlit, Plotly*

2026

- Built an interactive dashboard using synthetic help desk ticket data to analyse ticket volume, SLA performance, resolution time, issue categories, and operational trends.
- Created Python scripts to generate simulated service desk data and produce summary tables for category volume, priority distribution, site workload, and monthly ticket trends.
- Designed a modern service-desk-style dashboard with filters, KPI cards, ticket attention lists, operational insights, charts, and a light-themed ticket table.
- **GitHub:** github.com/MichaelSai103/it-support-ticket-analysis

Network Documentation Lab | *VLAN, IP Plan, Patch Panel, CCTV, Markdown*

2026

- Created a simulated network documentation project for a small office and warehouse environment, including topology, VLAN layout, IP address plan, switch port map, and patch panel map.
- Documented site camera and recording devices, access switches, wall outlets, device locations, and support notes for practical field IT support scenarios.
- Prepared troubleshooting notes for common network, printer, camera, and guest Wi-Fi issues to demonstrate handover and support documentation practice.
- **GitHub:** github.com/MichaelSai103/network-documentation-lab

AI-Assisted Student Grading Analysis | *Python, FastAPI, React, OpenAI API*

Jul. 2025 – Nov. 2025

- Developed Python-based backend features to extract, transform, and load structured student submission data into grading analytics pipelines.
- Implemented structured logging for API requests, failures, and model inference timing to improve troubleshooting and defect triage during testing.
- Applied input validation, error handling, and least-privilege database access to reduce common web/API risk patterns.
- Collaborated in an Agile team of five using Git, code reviews, and iterative development practices.

EDUCATION

The University of Western Australia

Jul. 2024 – Jul. 2026 expected

Master of Data Science

Perth, WA

- **Coursework:** Python, SQL, R, Machine Learning, Data Analytics, Business Intelligence, Power BI
- **Focus:** Applying data analysis and automation skills to practical IT support, service reporting, and operational improvement scenarios

Northwestern Polytechnical University

Aug. 2014 – Jun. 2018

Bachelor of Engineering in Information Security

Xi'an, China

- **Focus:** Information security, networking, operating systems, programming fundamentals, and cybersecurity foundations

SKILLS

IT Support & Systems : Windows 10/11, workstation setup, OS installation/re-imaging, hardware troubleshooting, printer/peripheral support, onsite support, technical documentation

Networking & Infrastructure : TCP/IP, LAN/WAN, VLANs, routing and switching fundamentals, structured cabling, patch panels, IP CCTV, access points, topology documentation

Cybersecurity : Vulnerability assessment, firewall/IDS support, OT/ICS security compliance, incident response support, log analysis, Nmap, Nessus, Burp Suite, Wireshark

Data & Automation : Python, SQL, R, pandas, Jupyter Notebook, Power BI, scikit-learn, NLTK, Git, Linux CLI

SELECTED PUBLICATIONS & PATENTS

Research Papers

- **First Author – IEEE:** Recognition and detection technology for abnormal flow of rebound type remote control Trojan in power monitoring system.
- **Contributing Author:** Five additional publications on power grid cybersecurity, intelligent substation security, knowledge graph applications, and grid stability analysis.

Invention Patents

- **First Author – Utility Model Patent:** High-performance storage query method and device for the knowledge graph of power grid security stable situation.
- **Utility Model Patent:** Portable Industrial Control Computer Display Device.

PORTFOLIO LINKS

GitHub: github.com/MichaelSai103

IT Support Ticket Analysis: github.com/MichaelSai103/it-support-ticket-analysis

Network Documentation Lab: github.com/MichaelSai103/network-documentation-lab

LinkedIn: linkedin.com/in/fengsai-michael