

SEAN LAING

Sean.laing@hotmail.com · 780-893-8942

[Seanmlaing.github.io](https://github.com/Seanmlaing)



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Always learning, self-motivated techie with a passion for problem solving of all kinds.

EXPERIENCE

05/2018 – 08/2018

MOBILE DEVELOPER/QA TESTER, FIRERABBIT INC

- Quality Assurance Testing – Tested almost complete levels in a game for bugs and graphical errors. Fixed the bugs and graphical errors I identified.
- Level Development – Developed new levels in a game as directed, using an internal development tool.

03/2017 – 11/2017

HELPDESK TECHNICIAN, ROHIT GROUP OF COMPANIES

- Frontline User Support – Solving any and all user issues and tickets. I was the first point of contact for technical issues. I created documentation on common problems and procedures.
- New User On-Boarding and Set-Up – On boarding new users with their equipment, account creation and security set-up.
- Backend infrastructure management – I helped with infrastructure management such as shared drives, file recovery, ransomware protection and removal, active directory and security settings.
- Web Development – I created a prototype for a mostly internal tool used to track the sales process and documentation for sales associates. The tool was also to be used by new home buyers to provide feedback on their home buying experience.

09/2018 – 08/2019

SALES ASSOCIATE, BELL MOBILITY

- Customer Interaction – Greeting customers and conversing with them using visual cues to find common interests.
- Selling – Selling the customer on Bell's services using common interests and soft skills.
- Customer Experience – Completing the customer experience by explaining how to use the new device and its features.

04/2016 – 08/2016

COMPUTER REPAIR TECHNICIAN, COMPUTERS FOR SCHOOLS

- Refurbish Computers – Refurbished and repaired computers which were donated to Computers for Schools so they could then be donated to schools and charitable organizations in and around Alberta.

EDUCATION

04/2019

DIGITAL MEDIA AND IT (SPECIALIZATION IN SOFTWARE DEVELOPMENT, N.A.I.T.

- Capstone Project: Built a job application system that allowed a user to send a text to receive a quiz to see if they are a good match for an open position.
- Application Development: Focused on creation of a final project encapsulating how to build a transaction application using ASP.NET and C#.
- Web Business Essentials: All you need to know to run a website, SEO, terms of service, work contracts, etc. Part of this class was to set-up and run a website in order to market it which also used google analytics and ad sense.
- Computer Forensics: All about digital security, basic computer forensics and how to investigate a system.

SKILLS

- Troubleshooting computers, phones, tablets and more.
- Quick learning
- Self-learning and motivated
- OS imaging/software installation
- Flexible work environment

ABOUT ME

I love to learn and I am always looking for a new challenge, currently that is working towards my CompTIA A+ certification. I have been troubleshooting computers since I was young and never stopped, I have two main machines one running Windows 10 and the other Debian Linux. I am an avid techie and love to stay up to date with the latest news and advancements, especially in cyber security.