

Sean Laing
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SeanMLaing.github.io

I am always learning, and while I do have a formal education in application development, I also have many self-taught skills. I have a passion for all things technology with a focus on coding but a passion for cyber security.

I love to solve problems and am always looking for something new to learn about, currently that I am trying to teach myself French. Some of my past projects have been Learning things like Linux, HTML/CSS and how to fly airplanes (in a simulator).

Work Experience

Mobile Developer/QA Tester

FireRabbit (May 2018 – August 2018)

- 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.

Helpdesk Technician

Rohit Group of Companies

March 2017 – November 2017

- 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.

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Sales Associate

Bell

09/2018 – present

- 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.

Computer Repair Technician

Computers for Schools

04/2016 – 08/2016

- 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

Digital Media and IT program (Software Development focus)

Northern Alberta institute of Technology

09/2017 – 05/2019

Some of the courses included these skills:

- 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. The project focused heavily on a SOAP API from the company as well as a Restful API we created to pass info between pages. It also had integrated texting functionality so users could send a text to receive their quiz.
- 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.

***** References *****

Available on request