

# MEAGAN LAI

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## Skills

Strong verbal and communication skills

Experience working with Windows, MacOS, and Linux

4+ years of excellent customer service skills

UI/UX Design

## Education

B.Sc. in Health Studies  
minor in Health Informatics  
University of Waterloo  
Sept 2014 – Apr 2018

## Software Expertise

Jira  
Jira Service Management  
Confluence  
Microsoft Office  
Figma  
Git

## Languages

JavaScript  
Python  
CSS3  
HTML5

## Experience

### Computing Consultant

University of Waterloo | Waterloo, ON | Aug 2018 – Present

Provided second tier technical support for PCs, mobile devices, networking, and on-campus administrative systems

Supervised 30+ staff across IST Service Desks on campus

Provide technical assistance and administrative duties for Atlassian tools (Confluence, Jira, and Jira Service Management)

Developed knowledge base documentation and training courses for Office 365 applications and Atlassian products, and held training sessions for members of the campus community

Provisioned, renewed, and unlocked identities in SailPoint IIQ

Modified user, group, and computer objects using Active Directory

Created Microsoft Exchange accounts using PowerShell, unlocked Office 365 accounts using the Office 365 Admin Panel, and assisted users with day-to-day Office 365 troubleshooting

### Service Desk Specialist

University of Waterloo | Waterloo, ON | May 2017 – Aug 2018

Provided front line support to users, diagnosed networking issues, and offered device troubleshooting

Re-imaged laptops with Windows and MacOS, ran virus removal tools, and resolved software issues on phones, computers, and other tech products

Assisted clients through in person visits, internal ticketing system, email, phone, and web chat

## Notable Projects

### Front-End Developer, Sustainify

HackNYU 2019 | New York, NY | Feb 2019

Planned, designed, and developed the front-end mobile application using React-Native with easy to use and flexible UI/UX

Sustainify is a first place winning iOS and Android application, allowing users to scan their waste material, identify its material composition, be given proper instructions on how to dispose of it as well as locating the closest waste bin