

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

Atlassian Tools

Wordpress CMS

Microsoft Office

Figma

Adobe Photoshop &
Illustrator

Languages

JavaScript

ReactJS

React-Native

Python

CSS3

HTML5

Experience

Client Support Specialist

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

Provided second tier technical support for PCs, mobile devices, networking, and on-campus administrative systems in a cross-functional team environment

Supervised 30+ staff across IST Service Desks on campus, contributing to a Net Promoter Score of 75

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 O365 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