

Mike Byun

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PROFILE SUMMARY

Highly professional on customer services, interpersonal, communication skills set with a verifiable track record of academics projects and exceeding expectations. Eager to seek and solve challenging problems and perform strong multitasking under higher pressure and passionate about learning, coaching and career development

Github for reference all the projects: <https://github.com/mike107>

EDUCATION

University of Toronto Mississauga

Honours Bachelor of Science – Computer Science

Sept.2013 – Apr.2018

- Software Tools and Systems Programming
- Software Design
- Information Security

Subject Post – Communication, Culture, Information and Technology (CCIT)

Sept.2013 – Apr.2018

- Topics on Communications, Artificial Intelligence
- Intermediate Web Designs
- Game Design and Theories

TECHNICAL SKILLS

Languages

C, C#, Java, Python, SQL

Web Development

HTML, CSS, JavaScript, PHP, Word Press

Software

Microsoft Office (Word, Excel, Powerpoint), Git, SVN, Unity, Android Studio

Database

Microsoft SQL Server, Backendless

Operating Systems

Windows 7/8/8.1/10 OS, Linux, Kernel

Design Pattern

Observer, Singleton, Factory, Strategy, Iterator, Builder

Methodology

Scrum Agile

PROFESSIONAL EXPERIENCE

Information Technology Intern

June.2015 – June.2016

Gensler Architect

Toronto, ON

- Responsible for diagnosing user issues, end-user assistance, and communicating technical solutions in a user-friendly manner; Supporting 60+ local and remote users
- Provided technical support on-site, phone, email and responding to CRM ticketing system
- New desktop/laptop configuration and setup including phone (stationary and mobile), VPN, domain, network, printers and file sharing configuration on new hires
- Backup and restoration of user data
- Inventory and managing stock levels and records for all hardware, software and licenses
- Documentation of processes on knowledge based articles, troubleshooting and topology
- Performed daily maintenance on technical equipment in the conference rooms and prepared necessary devices for meetings

Computer Lab Secretary – Work Study Program

Sept.2012 – March.2013

University of Toronto, New College Library

Toronto, ON

- Prepared and organized paperwork for event preparations in New College Residence as well as handled the incoming mails and calls for New College Computer Lab service
- Entrusted by Employee to accept cash transactions from students and added the amount to their student cards
- Responsible for keeping record of the devices borrowed by Professors such as laptops and projectors

IT Support Analyst – Work Study Program

Sept.2012 – March.2013

University of Toronto, St. George Campus

Toronto, ON

- Responsible for maintenance and support for the server at the New College Residence including wireless network trouble shooting and configuration
- Respond to frequent student inquiries in person, by phone, by email and through the ticketing system.
- Perform student helpdesk duties as required