Mingson Leung

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Education

University of California, San Diego | La Jolla, CA   *September 2020 – December 2023*
Major (B.S.) in Design and Interaction, Minor in Computer Science
- Cumulative GPA: 3.7/4.0
- Regents Scholarship (Merit scholarship)

Projects

Lightnote (Next.js, Tailwind CSS, Kinde, Supabase, Prisma, Shadcn/UI, Stripe)
- Developed a comprehensive note-taking application using Next.js for server-side rendering and client-side routing
- Implemented secure passwordless and OAuth authentication using Kinde, supporting Google and GitHub
- Integrated Stripe for subscription management, webhooks for real-time notifications and a custom customer portal
- Designed a flexible and efficient data layer with Supabase and Prisma, ensuring smooth data operations.

Philosophical Chatbot (React, JavaScript, CSS, HTML)
- Built an AI-powered chatbot that supports philosophical dialogues, image generation, and educational engagement
- Integrated OpenAI's text and image generation models to simulate meaningful, dynamic, and interactive conversations
- Created a responsive UI design using native CSS, enhancing usability, and accessibility on various devices

Experience

UC San Diego | La Jolla, CA
Lead Technician – ITS Service Desk   *September 2021 – October 2023*
- Assisting UCSD students, staff, and affiliates with issues and requests through phone, email, and chat
- Troubleshooting enterprise networks, Active Directory/Business System accounts, EdTech software, and outages
- Creating and improving documentation and procedures on our internal Confluence and external ITS knowledge bases
- Reading resumes, conducting interviews, and training/monitoring 15+ new staff each academic quarter

Instructional Assistant – COGS 18 Introduction to Python   *March 2023 – June 2023*
- Facilitating student understanding of Python through structured office hours and interactive coding labs
- Assisting professor with grading tasks, providing prompt and accurate feedback on assignments, labs, and exams
- Collaborating with educational staff to revise course resources and learning materials per student feedback
- Creating an example final project and video walkthrough involving real-time data and API requests

Zen Ramen & Sushi | Elk Grove, CA
IT Specialist & Restaurant Manager   *June 2020 – August 2021*
- Implementing and managing third-party software integrations including food delivery and pickup services
- Installing, maintaining, and troubleshooting Point of Sale (POS) system, ensuring minimal downtime
- Supervising and training team members, maintaining high performance during peak service hours
- Leveraging graphic design skills to develop key customer-facing materials and digital advertisements

Apple Inc. | Elk Grove, CA
Technical Support Tier 1 Advisor   *July 2019 – April 2020*
- Providing in-depth technical support for Apple products, resolving complex issues and requests via phone and email
  - Specialized in iOS, iPadOS, watchOS, tvOS, macOS
- Prioritizing customer satisfaction by delivering swift and quality resolutions
- Facilitating effective communication with other advisors, departments, and management
- Consistently achieving and surpassing key performance indicators (KPIs) and service level agreements (SLAs)

Skills

Certifications: AWS Certified Cloud Practitioner (CLF-C02), CompTIA A+ (220-1101/1102), CompTIA Network+ (N10-008), CompTIA Security+ (SY0-701)
Programming: C, C++, Java, Python, Lua, JavaScript, HTML, CSS, SQL, C# | React.js, Next.js, Tailwind CSS, Bootstrap
Applications: Figma, Photoshop, Indesign, Illustrator, Jupyter Notebook, Google Colab, GitHub, ServiceNow CSM, Splunk
Soft Skills: Leadership, teamwork, teambuilding, management, collaboration, written and verbal communication