

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

- Regents Scholarship (Merit scholarship)
- Cumulative GPA: 3.7/4.0

Experience

UC San Diego | La Jolla, CA

Lead Technician – ITS Service Desk

September 2021 – October 2023

- Assisting UCSD students, staff, and affiliates with support requests by phone, email, and chat
- Troubleshooting network, account, software, and outage issues
- Continuously improving documentation and procedures on our internal Confluence knowledge base
- Hiring and training 15+ new staff each academic quarter

Instructional Assistant – COGS 18 Introduction to Python

March 2023 – June 2023

- Facilitated student understanding of Python through structured office hours and interactive coding labs
- Assisted professor with grading tasks, providing prompt and accurate feedback on labs, homework, and exams
- Collaborated with educational staff to optimize and streamline learning materials

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

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 via phone
 - 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

Projects

Philosophical Chatbot (React, JavaScript, CSS, HTML)

- Built a React chatbot for philosophical dialogues and educational engagement
- Integrated OpenAI's gpt-3.5-turbo and DALL-E model to simulate meaningful, dynamic, and interactive conversations
- Created a responsive UI design using native CSS, enhancing usability and accessibility on various devices

Redesigning MyFitnessPal (Figma, Adobe Photoshop)

- Redesigned MyFitnessPal iOS app to enhance user engagement and improve UI/UX
- Streamlined nutrition tracking by revising landing pages, visualizing progress, and integrating a Social feature
- Conducted user research, competitive audits, and iterative design for increased user satisfaction

Skills

Programming: C, C++, Java, Python, Lua, JavaScript, HTML, CSS, SQL

Software: Figma, Photoshop, Indesign, Illustrator, Jupyter Notebook, Google Colab, Git

Frameworks: React.js, Next.js, TailwindCSS, Bootstrap

Operating Systems: Windows, macOS, Linux

Soft Skills: Leadership, teamwork, teambuilding, management, collaboration, written and verbal communication