# Bruce Leung

**Website: reallynewbie.github.io**

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## Education

**In Progress**- B.C.S – Software Professional Stream                2019

MacEwan University, Edmonton, Alberta. Bachelor of Computing Science

## Employment History

**Jan 2014 to Aug 2015     Desktop Support Analyst          Stantec Consulting Ltd., Edmonton, Alberta**

- Worked as part of a technical support team which supported Stantec's Edmonton Offices.
- Worked with users face to face on both hardware and software related issues.
- Deployed new computers to employees and customized it to their specifications.
- Worked with Dell Support for warranty issues and replacing parts.
- Uploaded new fixes and information to our technical support SharePoint for sharing amongst Technical Analysts across Stantec.
- Used SCCM, GPOs and User Groups on a daily basis to support users and their needs.
- Eventually specialized in Printers, Audio/Visual, and Boardroom Systems.
- Oversaw the deployment of 3 Lync Boardroom Systems in Edmonton.
- Instructed on the use of these systems to both technical support staff and everyday users.

**Jan 2012 to Jan 2014     Service Desk Analyst          Stantec Consulting Ltd., Edmonton, Alberta**

- Worked as a part of a team which dealt with over 600-700 tickets per day.
- Maintained a 35% First Call Resolution while doing 50-70 tickets per day individually.
- Massive amount of experience speaking with customers over the phone.
- Trained 2 new hires to the Service Desk Team.
- Dealt with issues primarily regarding Oracle, MS Office, and Windows.
- Maintained a good relationship with the people I worked with, and employees whom I escalate issues to.

**Feb 2009 to Jan 2012     Technical Instructor          CTC Train Canada, Edmonton, Alberta**

- Taught Microsoft Office Level 1, and Windows 7 Courses.
- Worked with people who had no computer background at all, and made the course fun, and easy to learn.
- Explained hard to grasp computer concepts by relating it to physical objects.
- Received good evaluations by all students.

## Other Skills and Certificates

**Programming Skills** *(Specifics can be found on my* [website](#)*)***:**

- Python
- C
- C#
- Basic HTML and CSS

**Technical Skills**

- Troubleshooting for Microsoft-branded Operating Systems and Products such as Microsoft Office.
- Able to build a computer from individual computer parts.
- Able to learn technical concepts and procedures very quickly.
- Capable of typing up to 60 WPM accurately

**Certificates**

- Comptia A+ IT Technician
- PC Service & Support Certificate from NAIT
- Class 5 Driver's Licence

**Interests and Hobbies**

- Stock Trading
- I'm interested in Tech News and the new things coming to us in the future
- D&D with a weekly group
- DDR(Dance Dance Revolution)
- Window Shopping upgrades to my Desktop PC.
- Travelling

## References

References provided upon request