

Bruce Leung

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Qualification Highlights

- Took a semester of Java at MacEwan University and produced a Nobel Prize database application with my team members in JavaFX. Also, I have dabbled in learning about android applications in Java.
- Currently did 2 semesters of C work, in my Programming Methodology class where we were introduced to C, and the Operating Systems class which introduced concurrency in C programs and explored the relationship between physical and virtual memory.
- Worked with C# in my personal life and professional life while working at Stantec. Produced an Outlook Add-In to help myself at work and helped work on a C# program to help the IT Service Desk Team. Specifically worked with the SharePoint API and performed CAML Queries to pull information from the SharePoint.
- With my technical experience in IT for 3 years, I've improved my technical prowess and it has provided me with experience with knowledge of the Windows Operating System. The position has also exposed me to a variety of programs which I've had to work with and install/troubleshoot for users.
- In our Nobel Prize Database application, I was the main developer for the main UI and wanted to create a web-like experience. When trying to meet that goal while working with JavaFX, I had to use multiple internet sources and combine them to create a creative solution.

Education

B.C.S – Software Professional Stream

Expected 2019

MacEwan University, Edmonton, Alberta. Bachelor of Computing Science

Employment History

Stantec Consulting

Service Desk Analyst (Part-Time)

June 2017 to Present

- Retained my previous role's responsibilities in the call center, however I have involved myself with some of the programming projects in the company.
- Worked on adding additional functionality to an already-existing program in C# which was in use by the IT Team.
- Working on a personal project to help the team by reducing the amount of keystrokes needed per IT Ticket in JavaScript.
- Learned a bit of PowerShell to interact with server logs.
- Attempting to interact with our ticketing system to make my fellow IT co-workers lives easier.

Stantec Consulting

Desktop Support Analyst

Jan 2014 to Aug 2015

- 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.
- Uploaded new fixes and information to our technical support SharePoint for sharing amongst Technical Analysts across Stantec.
- Used SCCM, GPOs and User Groups daily 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.

Stantec Consulting

Service Desk Analyst

Jan 2012 to Jan 2014

- 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.

Personal Projects:

- Chrome Extension which could be used at my current workplace to make dealing with common tickets easier
- Working on making my website better while not relying on bulky JavaScript Libraries.

Other Skills and Certificates

Other Programming Languages which I've worked with:

- Python
- JavaScript
- HTML and CSS

Certificates

- Compia A+ IT Technician
- PC Service & Support Certificate from NAIT

Interests and Hobbies

- Stock Trading
- Tech-Related News
- Travelling