




Ryan Leung

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Education

January 2020 – Present

Computer Systems Technology / *British Columbia Institute of Technology*

Currently enrolled in first term of the Diploma Awarding Program

Notable Skills

- Teamwork
- Customer Service
- Critical Thinker
- Passionate
- Time Management
- Multilingual
- Problem Solver
- Communication
- Adaptive

Work Experience

May 2015 – Present

Screening Officer Supervisor / *Port of Vancouver – GardaWorld*

- Adapted well to fast-paced, high-intensity environment, leading teams in situations with over **10000 passengers within a 6-hour time span**
- Demonstrated responsibility when delegated various tasks and positions over the season (while most co-workers rotated between fewer tasks in the same position)
- Displayed a professional, compassionate personality when assisting passengers with technical issues and general inquiries or communicating with other departments at the port
- Actively employed effective communication skills in compliance to safety procedures when dangerous hazards are identified
- Cultivated critical thinking and problem solving skills when dealing with emergency situations such as the discovery of weapons

May 2018 – December 2018

Quality Assurance Co-op / *Infor Vivonet*

- Proficient at using Excel and Word for creating documentation for test case
- Demonstrated the ability to manage time while working in a Scrum environment to make sure delegated tasks are done on time
- Displayed effective communication skills to developers on where the bugs/defects were and how to replicate it
- Accomplished being a moderator in meetings as a Scrum Master and overall making communication within our team more effective
- Actively found answers to problems and helped others resolve problems when needed using the right tools to find it when the problem was not trivial

~References available upon request~