Mingson Leung

mingsonle8 at gmail dot com | github.com/mingsonleung | mingson.dev

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

California Department of Technology (CDT) | Sacramento, CA

Information Technology Associate - Service Operations   *August 2024 – Present*
- Providing IT support to internal and external customers via phone, email, chat, and ServiceNow
- Monitoring and troubleshooting CGEN and SD-WAN routers along with various other network equipment
- Coordinating with network and ISP vendors to resolve escalated incidents and infrastructure failures
- Communicating upgrades, maintenance, and outages to customers through email bulletins and status pages
- Collaborating with IT teams to ensure changes follow change management processes and support business continuity

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, chat, and ServiceNow
- 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
- Managing internal refresher projects to update technicians on security and compliance protocols

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#, XML, JSON, PowerShell

Frameworks: 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