Mingson Leung

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Education

Western Governors University - M.S. in Software Engineering, Domain Driven Design   Expected Dec 2025

University of California, San Diego - B.S. in Human-Computer Interaction, Minor in Computer Science   Dec 2023
- Coursework: Advanced Data Structures, Mathematics for Algorithms and Systems Analysis, Web Client Languages, Data-Driven UX/Product Design, HCI Technical Systems Research, Interaction Design, Prototyping

Experience

Network Operations Associate, California Department of Technology - Sacramento, CA   Aug 2024 – Present
- Monitor, troubleshoot, and configure mainframe systems, virtual servers, and enterprise network devices (routers, switches, modems, firewalls), targeting **99.9%+** infrastructure uptime and **99.7%** platform services uptime
- Provide application support to internal staff and external customers via phone, email, chat, and ServiceNow, resolving **200+** incidents and **50+** requests per month
- Respond to critical network, application, and infrastructure outages in **< 15** mins of automatic alerts or reports
- Create and update **15+** internal support procedures and process flowcharts in SharePoint knowledge base
- Support major incidents by engaging internal and external support teams, updating customers and management, and coordinating blameless post-mortem meetings

Service Desk Lead Technician, University of California, San Diego - La Jolla, CA   Sept 2021 – Oct 2023
- Supported **50,000+** users with technical inquiries and service requests through phone, email, chat, and ServiceNow
- Troubleshot enterprise network devices, Active Directory/RACF accounts, EdTech software, and vendor outages, achieving a **90%+** first-call resolution rate and resolving **25+** tickets per day
- Screened resumes, conducted phone and panel interviews, and trained **15+** new staff members each academic quarter, cultivating a high-performing technical support team
- Refreshed **30+** internal knowledge base procedures for network and application troubleshooting and security compliance, streamlining processes and boosting team efficiency

Technical Support Advisor, Apple Inc. - Sacramento, CA   July 2019 – Apr 2020
- Provided in-depth technical support for Apple products, resolving complex issues via phone and email for customers and achieving a **< 16 min** average handle time, a **< 5%** escalation rate, and **< 3 min** average hold
- Maintained **90%+** customer satisfaction and **80%+** resolution rating based on **200+** post-support surveys

Skills

Certifications: CompTIA Security+ (SY0-701), CompTIA Network+ (N10-008), CompTIA A+ (220-1101/1102), AWS Certified Cloud Practitioner (CLF-C02), IBM Mainframe Application Programmer
Languages: Python, Java, Lua, JavaScript, HTML, CSS, C, C++, Bash, R, SQL
Software: ServiceNow, SolarWinds, Cloud Orchestrator, GitHub, Splunk, Figma, Indesign, Active Directory, Power BI

Projects

Lightnote | *Next.js, Tailwind CSS, Kinde, Supabase, Prisma, Shadcn/UI, Stripe*
- Developed a 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

CDT ServiceNow Helper | *JavaScript, HTML, CSS*
- Developed a browser extension that enhances ServiceNow workflows by enabling rich text formatting using hotkeys

CDT Router Status | *Bash*
- Developed an automated script that displays the connectivity status of CDT-managed routers and interfaces