

MATHIAS LEUNG

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Education

Queen's University – Kingston, ON, Canada 2012-2017
Bachelor of Applied Sciences – Mechanical Engineering with One Year of Professional Internship

Work Experiences

Front End Assistant 2022-2023

Costco – Markham, ON

- Provided outstanding customer service to enhance the overall shopping experience.
- Assisted customers efficiently by handling the loading and unloading of items onto the checkout belt.
- Anticipated and met customer needs by ensuring the availability of shopping carts

User Experience Designer 2020-2022

Trvlr – Remote

- Designed and iterated wireframes and user flows for mobile app via Figma
- Ensure consistency and coherence across all user touchpoints for a consistent end-to-end user experience
- Collaborated with development team to ensure successful design handoff
- Optimized the company website using Webflow, improving commercial exposure and investor interest
- Documented bugs and issues of prototype app on JIRA for triage and resolution

Business Systems Analyst 2018-2020

Bank of Montreal – Toronto, ON

- Consulted with internal IT teams and external vendors via user research and workshops to transform 400+ business requirements, and enhancements into design specifications for BMO's IT processes on ServiceNow
- Improved the efficiency of BMO's IT ticket resolution process by 50% through a revamp of its Change Management Process
- Actively collaborated QAs and developers to manage and aid in User Assurance Testing and defect triaging with 50+ users on new enterprise tool
- Led training sessions via web and phone to ensure successful adoption of the new tool
- Created and uploaded quick reference guides and process documentation on to Confluence
- Provided ongoing support hotline post-launch and upgrades to allow users to contact for assistance

Field Engineer Intern 2015-2016

EllisDon – Kingston, ON

- Streamlined project's documentation system to enhance information architecture and accessibility
- Documented and resolved over 10,000 mechanical, electrical, and civil deficiencies with official City of Kingston inspectors and various subtrades
- Identified construction deviations onsite and distributed weekly updated custom as-built surveys (floor plans)

Training/Certifications

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- ITIL Foundation Certificate in IT Service Management – Axelos Certification
 - User Experience Design Diploma (non-credited) – BrainStation Bootcamp
 - ITIL, PL/SQL, SQL, Unix, Excel VBA, Project Support Office, Business Analysis – FDM Group