Cedric De Leon

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EDUCATION

MacEwan University — Edmonton, AB
Bachelor of Science: Major in Computer Science, Minor in Business — *January 2021 – June 2025*
- Exchange student in Nagoya Gakuin Unversity, Japan, Fall 2024

Northern Alberta Institute of Technology — Edmonton, AB
Diploma in Computer Engineering Technology — *September 2018 – May 2020*

EXPERIENCE

IT Support Analyst — August 2021 – Present
MacEwan University — *Edmonton, AB*
- Solved and assisted over 1300 IT tickets via JIRA and 650 live chat issues via HappyFox while also managing walk-in help desk support simultaneously. Contributing to a notable improvement in user satisfaction.
- Provided support with classrooms, offices, audio-visual equipment, WAN, LAN and hardware drivers.
- Supported Technologies: Oracle PeopleSoft, Sharepoint, PaperCut, MacOS, Cisco VPN, DUO mobile, Adobe, Moodle, Printing, Blackboard, Microsoft Office 365,.
- Responsible for supporting students, faculty, and staff on-site and remote support for computers (Windows and MacOS) and mobile devices (IOS and Android). Practiced ITIL service cycle framework for structured ticket escalation.

Full Stack Software Developer Co-op — September 2022 – July 2023
PCL Construction — *Edmonton, AB*
- Developed a Full Stack web application with C# .Net Framework and JavaScript Angular framework improving workers efficiency by 70%.
- Developed ASP.Net REST APIs using Entity Framework, passing JSON Formatted data from MSSQL database.
- Created multiple TypeScript Angular components with DevExtreme front-end table framework.
- Collaborated through Azure DevOps Services, utilizing Azure Boards, Repos, Resources, and Backlog.
- Executed a project from proof of concept to pre-deployment release. An active member in team sprint planning and daily scrum meetings practicing Agile methodology.

Full Stack Web Developer — October 2020 – December 2020
Academy of Healthcare Services — *Edmonton, AB*
- Responsible for creating a temporary attendance tracking website for the school. The website is hosted by cPanel web server with MSSQL database.
- Utilized JavaScript with React and MUI components for front-end and C# .Net for creating REST API and back-end functionalities.

PROJECTS

Workflow Approvals | *C#, .Net Framework, Angular, DevExtreme, MSSQL, Azure, Git*
- Data modeled the database and created SQL tables through Entity Framework, with scripts for customization.
- Developed several administrative exclusive functions using Angular components with .Net API calls and JavaScript Observables following RESTful API structure.
- Reinforced validation structure, granting certain roles levels of access and viewing needed approvals.

HypeShifts | *Java, Android Studio, JUnit, MongoDB, Git*
- Created readable data models with Room Database libraries. Utilized DAOs for Java back-end functions.
- Designed front-end components with a general theme to enhance User Experience.
- Applied knowledge of android views, fragments, and adapters with Android development best practices.

SKILLS

Languages: C#, JavaScript, Python, Java, C, SQL, HTML/CSS, R
Frameworks: ASP.Net, Angular, React, NodeJS, TailwindCSS, JUnit, BootStrap, Material-UI, DevExtreme
Technical Tools: Azure, Git, Jira, Postman, Tableau, Visual Studio, Linux, Rstudio, Visual Studio, Pycharm, ArcGIS
General: ITIL, Agile, Client Relations, Project Management, Tutoring, Troubleshoot, Computer Repair, Live Chat