

Ryan Liu

Stouffville, ON | 289-879-5697 | rliu.0613@gmail.com | [Linkedin](#) | [Github](#)

PROFESSIONAL SUMMARY

IT support specialist with over one year of Tier 1 experience delivering deskside and remote support across Windows 10/11, Office 365, Active Directory, and SharePoint. Strong in ServiceNow ticket management, hardware and software deployment, and documentation. Computer Science student with development experience in APIs, CI/CD pipelines, and mobile applications.

EDUCATION

Ontario Tech University

Bachelor of Computer Science, Computer Science

Apr 2026

Oshawa, ON

EXPERIENCE

BMO

Jun 2026 - Present

Business Banking Specialist

- Support business banking clients in a high-volume contact-centre environment, diagnosing and resolving account, digital-banking, transaction and service-related issues.
- Investigate client accounts using banking and card-servicing systems to identify account conditions, transaction details, alerts and potential causes of reported issues.
- Troubleshoot online and digital banking problems while guiding clients through resolutions in real time.
- Handle fraud- and security-related inquiries while following authentication, privacy and regulatory procedures, including OTP and enhanced/manual authentication when required.
- Balance customer service with sales opportunities, call-management expectations and operational performance targets.
- Document interactions accurately and follow established banking procedures, escalation paths and compliance requirements.

Wouessi Inc.

Aug 2025 – Nov 2025

Software Developer Team / DevOps Engineer

- Developed GET APIs to retrieve job information and employee status to support core workflows.
- Implemented global loading states for tables during API calls to improve user experience.
- Added error handling and safer fetch flows to reduce failures during API requests.
- Configured Jenkins CI/CD pipelines to automate builds and deployments and reduce release errors.

PLAYFOREVER

Mar 2024 - Aug 2024

Web Developer

- Redesigned Playforever's website to enhance user experience, contributing to a 35% increase in web traffic and a 20% rise in program sign-ups within three months of launch.
- Developed a responsive design and improved website navigation, contributing to a 40% boost in user engagement and a 25% reduction in bounce rate on key program pages.

Canadian Musicians Co-operative

Sep 2023 - Mar 2024

IT Team

- Handled 50+ helpdesk service requests across departments, resolving 9 out of 10 issues on the first call.
- Built a troubleshooting knowledge base in Confluence that helped reduce repeated requests by 18%.
- Automated user account creation in Active Directory and Azure Active Directory using PowerShell for 10+ new employees, speeding up onboarding by about 25%.
- Tracked recurring hardware breakdowns and submitted Problem Tickets in ServiceNow that led to Tier 2 fixes and reduced repeat failures by about 30%.

PROJECTS

Car Selling App

- Built a cross-platform mobile app that lets users browse vehicle listings and post vehicles for sale with images and listing details.
- Implemented authentication with Google Sign-In and created user profile flows, including viewing and editing profile information.
- Used sig Firestore to manage users and listings and Firebase Storage to upload listing images.

Banking System Course Project (CSCI 3060U)

- Built a dual-component banking system with a console-based front end for transactions and a back end for master account management.
- Implemented transaction rules and validation to prevent incorrect updates and invalid operations.
- Created automated test scripts using Bash to verify outputs and system behavior across test cases.

TECHNICAL SKILLS

- **Service Desk & Platforms:** Windows 10/11, Office 365, OneDrive, SharePoint, Active Directory, Outlook, Technical Support, Helpdesk Support, Customer Service
- **Ticketing & Documentation:** ServiceNow, Confluence
- **Tools & Automation:** Git, PowerShell, Jenkins, Bash
- **Development:** Python, Java, JavaScript, SQL, HTML5, CSS, React, REST APIs
- **Mobile & Cloud:** Flutter, Dart, Firebase Auth, Cloud Firestore, Firebase Storage, Google Sign-In, GlassFish