



Chris Lan

s3980996

I am a creative, artistic and ambitious Character/Graphics Designer with a talent for thinking outside the box and coming up with innovative ideas and designs.

CONTACT



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Melbourne, Australia

SKILLS

- Microsoft Office
- Adobe Photoshop
- Adobe Illustrator
- Adobe InDesign

EDUCATION

2020 - 2021

Swinburne

Graphic Design

BACKGROUND

Having a Singaporean background, I was born and raised in Australia. I mainly speak English at home.

I enjoy going on long walks with my dog, Milo. Strolling along beaches and forests often gives me creative inspiration for my artwork.

INTEREST IN IT

My interest in IT mainly lies in technology support, network administration, computer graphics and digital animation.

I have always been fascinated by the complexity of operating systems, how computers work in conjunction with one another across networks, and the advancement of digital art in comparison to traditional art.

My interest for IT started with my first PC. As it was once used by my parents, I had a lot to learn in order to make it my own. Since it was running on an outdated OS as well, I had to understand how to optimize and maintain the computer in order to repurpose it for my uses.

RMIT

I came to RMIT because of their convenient online learning program, as I prefer to study from home. I look forward to learning about the different aspects of IT, such as programming, web development, cloud computing and networking.

MY IDEAL JOB

Link to job listing: <https://www.seek.com.au/job/58281795?type=promoted#sol=0270df57a1d8a0d83f61cc3b854ea222c6118089>

About the role:

- Providing IT support for the Custom Denning factory and office operations.
- Support of onsite and cloud-based infrastructure.
- Network, LAN, firewall, website and security support and administration.
- Development, administration, and support for the Microsoft Business Central based ERP and other business systems.
- Partners with the business to recommend work solutions to meet business requirements.
- Works with the Management to deliver the group's IT strategic goals.

Key Responsibilities:

- Administration of Active Directory and Office 365
- Maintenance of firewall, website, and network infrastructure
- Monitoring system health and critical event management
- Keeping devices and software up to date with latest updates
- Assisting Microsoft Dynamics Business Central implementation
- Attending to technical support requests and troubleshoot IT issues
- Working with external IT contractors to coordinate outsourced work

About you:

- Demonstrated hands-on experience implementing, configuring, and supporting IT systems, networks, and applications in a distributed environment.
- Experience with supporting below is highly regarded.
 - Active Directory
 - Office 365(SharePoint/Exchange Online/OneDrive/Teams)
 - VMware
 - Windows Server
 - SQL
- Previous experience with Microsoft Dynamics Business Central/Navision or similar ERP system (seen as advantageous but not essential).
- Take pride in your work with a strong attention to detail.
- Work well in a team environment.
- Formal qualification in Information Technology or a similar discipline.
- 2+ years technology support experience.

This is a job listing for an IT Support Administrator. The main purpose of this role is to provide IT support for Microsoft Dynamics and office operations, and to maintain cloud infrastructure, networks, firewalls and websites for the company.

This role appeals to me because I already have some experience with most of what is required in the role, and I would gain further experience as well. Hence, I feel more confident as I believe I would be able to perform adequately if I were accepted for the position.

The job requires one to have experience with VMWare, Office 365, Microsoft Dynamics, Windows Server, Active Directory, and SQL, as well as a qualification in IT and 2+ years of technology support experience.

I have sufficient knowledge and experience when it comes to VMWare, Office 365, cloud computing and network infrastructure. I feel that the other aspects required for the role would be uncomplicated to learn.

I would obtain the skills and qualifications required for the position by studying IT courses at universities. Preferably online.

PERSONAL PROFILE

MBTI: INFJ

Learning Style: Visual-INFJ Learner

Big Five Personality Test:

Openness: 92%

Conscientiousness: 59%

Extraversion: 5%

Agreeableness: 81%

Neuroticism: 85%

What do the results of these tests mean for you?

The results are my personality put into words and numbers. I am categorized into a group of people so it is made easier for others to understand what kind of personality I might have. I think it is somewhat accurate.

How do you think these results influence your behaviour in a team?

The results wouldn't influence my behaviour when it comes to working with a team. After all, it is more important that I focus on working with my team rather than think about test results that criticize my personality.

How should you take this into account when forming a team?

I should make use of the strengths that an INFJ personality type has, such as being organized, creative and having attention to detail.

PROJECT IDEA

My project idea would be an ecommerce platform/app that allows users to be able to rent items/goods and to lease items themselves as well. I would like to think that it is similar to Ebay/Facebook Marketplace, but with a focus on purely renting and leasing.

It would be an alternative option to rental companies, as well as a way for others to earn extra income/save their money rather than having to go through the trouble of keeping an item and leaving it unused. Increasing the accessibility of things that are expensive to purchase and would only be used occasionally is the main goal of this platform, such as a lawnmowers, deep fryers, surfboards, cameras, etc.

Supposedly, the platform would be based online as a website, and can be accessed through an app as well.

Home Page

At the home page, the user interface is designed to be accessible and easy to use with helpful features such as a search bar, live chat, tiles of equipment categories, personalized items, and a survey option to go through a series of questionnaires to narrow down what is needed for the user.

Search Engine

The search bar will consist of filters to help the user to find what they are looking for. These filters help by sorting available items into categories such as; item type, location of item, feedback reviews, pricing, and keywords.

Survey Option

The survey will ask the user a series of questions to help them find what they're looking for. These questions will change based on the answer given by the user, and is a step-by-step process to find a specific item. By the end of the survey, items are shown and sorted based on the answers given by the user.

Item Listings

Elements such as a description by the lister, images with zoom-in functionality, pricing, map location, and reviews by other users who have rented from the lister will be shown in the item listing.

Checkout Process

The website will make use of a payment platform such as Cybersource to handle transactions. Offering more payment options is an important aspect of the platform, as it makes it accessible to everyone.

Security Deposits

As a requirement in the process of renting a product, users will have to make a deposit to the lister as a guarantee that the terms and conditions of the listing is abided by.

Intergrated Blog Section

Releasing blogs and articles with helpful tips on how to make use of the platform's features will enable users to utilize it to their needs. These can be relevant to the website or can also be about things not directly related to the platform. Users can have blogs of their own, primarily to announce a product available for rent.

Personalization And Accessibility Features

Users are able to adjust their preferred language, customize their profile, shop and item listings, and blog. In addition to personalization, the platform is designed with accessibility for everyone in mind. To achieve this, multiple colourblind modes and a high contrast setting that can adjust text and menus independently will be provided for users, as well as a text-to-speech narrator option that reads text and other elements aloud. The menus can also be customized, with font sizes for text and UI sizes for menus.

Message System

An intergrated messaging system will be available for users to communicate to each other, as well as customer service.

Loyalty Program

For each item a user rents and successfully returns, as well as each item a lister recieves good feedback for, they will recieve an amount of rewards points. They can redeem points for discount codes, one-time use double revenue, and rewards. Users can also earn points by referring the platform to others, if a successful renting of item is made by said others.

Feedback System

Based on the feedback a user/lister recieves, they will obtain varying statuses associated with their profile to show that they are trusted.

Other features include:

- Wishlist
- Personalized Items At Home Page
- Breadcrumb Navigation
- Promotional Codes
- Ability To Share To Social Platforms (Including Email)
- Store and Customer Management For Listers
- Blog and Order/Shipping Management For Listers
- Customer Service Live Chat To Help Users
- Currency Converter
- Guest Checkout Option
- FAQ Section

As the project needs to take into consideration the budget and key features the platform would have, the best option for the website/app could possibly be software such as BigCommerce or Shopify, seeing that they are also to be mobile compatible when it comes to app development.

Skills that may be required to complete this project could consist of programming and website development knowledge, but thankfully both BigCommerce and Shopify seem user-friendly enough to develop an ecommerce website on. However, if one wanted to have physical servers then BigCommerce would be a suitable option as Shopify websites can only be hosted on the cloud.

The platform aims to provide the general population with an alternative option (rather than rental companies that may be too expensive) To rent everyday items for an affordable price, as well as a way for others to earn extra income from their unused belongings. Things that would normally be expensive and rarely used can now be made more accessible through renting. The platform also makes it a priority to incorporate accessibility features, as everyone should be able to make use of the website/app for their daily necessities.