

JESSICA CHIU

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PERSONAL PROFILE

Technology brings one certainty: it will always change. This has sparked my passion and academic pursuit, because it always means there will always be something to learn and grow. People have always been at the center of my work and I would love the opportunity to be a part of a team that helps create a positive impact on how information is communicated to its users.

SOFT SKILLS

Communication

In my customer support role, I speak to a variety of people daily to help them through technical and trade issues. Code Club volunteering has lead me to help young students learn about development for their projects. These experiences have developed my ability in troubleshooting issues and finding ways to communicate them in a way the user can understand.

Teamwork

Throughout university, I have been in group projects which have taught me the value of developing a strong team dynamic. I believe in cultivating an environment where everyone is comfortable with sharing their ideas and asking questions because I understand how fear of judgement or failure can hide the best work. I am experienced with Agile methodology and project management.

TECHNICAL SKILLS

Front-end Development, Agile method HTML / CSS / JS / Bootstrap / Angular

- Essay Mate (client based project)
- Track (application development course)

User Experience Design

- Wireframes/Storyboards
- Prototypes (Justinmind, Adobe XD)
- Lead user testing sessions

Systems

SQL / R

- Basic knowledge. Can understand and use simple SQL queries and statements. Data visualisation through text mining with R.

2 references upon request

EDUCATION

VICTORIA UNIVERSITY OF WELLINGTON

Bachelor of Commerce, major in Information Systems with a specialisation in Information Technology Solutions and minor in Management | 2016 - 2019

Coursework

Application Development, Web design, UX Design, Digital Strategy, Management of IT Projects, Systems Analysis, Business Analytics

Involvement

Victoria Plus Programme
Disability Support Services - Volunteer Note-taker
Senior Engineering Outreach Program

ACG YOOBEE SCHOOL OF DESIGN

STAR Funded Short Courses | 2014 - 2015

Web Design, Graphic Design, Game Design

WELLINGTON GIRLS' COLLEGE

NCEA Level 1, 2, 3 | 2010 - 2015

WORK EXPERIENCE

TRADE ME

Customer Support Representative | 2018 - Present

Site Functionality and Trade Support Team

PROFESSIONAL DEVELOPMENT

GOOGLE IT SUPPORT PROFESSIONAL CERTIFICATE

Completed Courses | 2018

Technical Support Fundamentals
The Bits and Bytes of Computer Networking
System Administration and IT Infrastructure Services

VOLUNTEER

CODE CLUB AOTEAROA VOLUNTEER | 2018 - 2019

VICTORIA UNIVERSITY OF WELLINGTON STUDENT ASSOCIATION (VUWSA) | 2017 - 2019

AWARDS

AWS CERTIFICATION SCHOLARSHIP

A Cloud Guru in partnership with Women Who Code | 2018

CARLIEN CALVERT PRIZE

High distinction in Digital Technologies, Wellington Girls' College | 2015