jodie jl lam

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Education -

Bachelor of Information Technology Co-operative Program
University of Technology, Sydney | Sydney, Australia
An industry recognised, fast tracked scholarship degree.
- 3.67 Distinction GPA – 2017 Dean's List Recipient
- Completed the UTS BUiLD, SOUL and Accomplish Programs
- One of 40 students selected to partake in the SSE *The Navigator* Unit

Experience -

Present
02/2018

IT Graduate
TAL | Sydney, Australia
- *Architecture:* Built and managed the IT Asset List to propose strategic roadmaps; trained and supported the team with the Atlassian Suite
- *Data:* Created data models on *Enterprise Architect*; Used Azure Cloud to publish models; Used *JIRA, SQL Server, Visual Studio, Gitlab* and *Git Extensions for tasks*
- *Innovation:* Developed numerous propositions for a tender and projects using design sprints and the 16-week Accelerator Program

07/2017
01/2017

IT Intern
Australian Securities Investment Commission | Sydney, Australia
- *IT Assurance & Governance:* Update intranet webpages using Javascript, CSS & HTML; analyse and improve Information Architecture; assist with regular reporting
- *IT Service Desk:* Provide face to face and nationwide phone IT support; manage and log incidents in the BMC Remedy ITSM Tool

01/2017
11/2016

User Experience Researcher Intern
Vivant | Sydney, Australia

Summarised and synthesised client research data using design thinking to identify and understand customer pain points, needs and desires in the form of themes and stories.

02/2016

Intern and New Colombo Plan Ambassador
Mitsui & Co. | Tokyo & Nagoya, Japan
Immersed and researched the Japanese workforce, business acumen, business processes and investments. Presented learnings to high level stakeholders and government officials.

01/2016
06/2015

User Experience Associate
WiseTech Global | Sydney, Australia
Conducted and documented an assortment of tests to identify, record and mitigate system defects. An internal user guide for a system was also composed and reviewed by liaising with developers and product managers.

Extra-Curricular Activities –

Present
07/2018

Technology Director
Interns Australia | Sydney, Australia

Responsible for managing the website and social media platforms; create new content to engage audience

10/2017
09/2017

Peer Advisor
University of Technology, Sydney | Sydney, Australia

Assisted students across disciplines by proofreading assignments, suggesting improvements and clarifying the requirements for their assignments.

10/2017
08/2017

Student Entrepreneur
Sydney School of Entrepreneurship | Sydney, Australia

- One of forty students selected to participate in the pilot program, hosted by the NSW, all NSW universities and TAFE
- Completed online and face to face modules to learn and apply entrepreneurial skills and design thinking in my local entrepreneurial ecosystem

12/2016
12/2015

Executive – Publications Officer
UTS BiG IT Society | Sydney, Australia

Creation and management of monthly newsletters using MailChimp, as well as designing event banners for marketing. Also assisted with event planning and management.

11/2016
05/2016

Content Researcher (Volunteer)
NSW Health Care Interpreter Service | Sydney, Australia

With the support from a UTS Professor, I liaised with current and previous employees of the Interpreter Service to understand the requirements and expectations of the project, as well as to collect information. I also analysed and organised historical artefacts to develop structure and content for the final deliverable.

2016
2015

Miscellaneous Volunteering
Various Organisations | Sydney, Australia

- *Interchange* photographer, videographer and event photographer
- *Surry Fills Festival* Social Media Analyst, and Event Photographer & Support
- Event Support at *Beams Art Festival, UTS The Pack, UTS Find Your FEIT, Sydney Korean Festival and Sydney Festival*

Certificates –

Interaction Design Foundation
Design Thinking (Distinction – 95%)
UX Designer (Distinction – 95%)

Toastmasters International Award
Completion of the *Success Communication and Success Leadership* series

UTS Accomplish & Soul Awards
Completion of the UTS leadership, employability and volunteering Program

Skills –

Professional
Design Thinking
Technical Writing
Web Development
Design
SQL

Personal
Time Management
Organisation
Teamwork
Communication