

# Joshua Chai

3402B/555 WELLINGTON STREET PERTH WA 6000  
0476 765 811 | joshuachai.au@gmail.com

LinkedIn: <https://www.linkedin.com/in/joshuachai/> | Personal Website: <https://joshuaintech.github.io/Switch/>

## PROFILE

Enthusiastic and dedicated Master's student in Software Engineering with strong leadership and customer service experience. Passionate about delivering exceptional experiences and fostering community engagement, I am seeking the Customer Service Representative role at The Switch. My background includes front-end web development, leadership roles in student organizations, and volunteer work that emphasizes my commitment to helping others. With excellent communication skills, a problem-solving mindset, and the ability to connect with diverse individuals, I am eager to contribute to The Switch community by enhancing resident satisfaction.

## EDUCATION

### University of Western Australia | Australia

Master of Professional Engineering (Software Engineering)

### Heilongjiang University of Science and Technology | China

Bachelor of Computer Science

### Northern Alberta Institute of Technology | Canada

Certificate of Achievement in the Digital Media and IT Program

## WORK EXPERIENCE

### Front-End Web Developer | Coders for Causes, University of Western Australia 2024 to Present

Coders for Causes at the University of Western Australia is an organization that develops software solutions for non-profits and community projects, aiming to make a positive impact through technology.

- Developed a user-friendly online testing platform for the Western Australian Junior Mathematics Olympiad.
- Collaborated with a team to meet project deadlines and objectives.
- Enhanced user experience and accessibility, resulting in successful event execution with positive feedback from organizers and participants.

### President, Student Union | College of Computer Science and Software Engineering (CSSE), Heilongjiang University of Science and Technology 2022 to 2023

The CSSE Student Union at Heilongjiang University of Science and Technology is an organisation dedicated to enhancing student engagement, fostering leadership, and organising events and activities tailored to the needs of students in the College of Computer Science and Software Engineering.

- Drafted and secured approval for a major campus cultural square renovation, significantly enhancing the college's communal environment.
- Managed a 60-member team to organise impactful events, including academic forums and cultural activities, increasing student engagement by 19%.
- Fostered collaboration among team members and stakeholders, resolving conflicts to ensure smooth execution of projects.