Kaini Chang

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PROFESSIONAL STATEMENT

As a junior developer with solid experience in requirements and system analysis, I bring a combination of thoroughness, efficiency, and a practical approach to problem-solving. My enthusiasm for object and data modelling is matched by my focus on contributing to meaningful technology solutions and my commitment to teamwork. With a clear vision, I am ambitious about becoming a tech leader in the Australian IT industry.

TECHNICAL SKILLS

- OOP, EER, UML
- Java, C++, C#, .NET core
- JavaScript, React.js, Node.js, Tailwind
- MySQL, MS SQLServer

- Google test, MS test, Jest, Git CI
- Docker, AWS Cloud, Azure
- Python, HiveSQL

WORK/PROJECT EXPERIENCE

Web Development Intern (11.2023-present)

Soniq Digital Media Pty Ltd. Part-time

Acting as a front-end developer in a collaborative project to redesign the company website and develop a client admin dashboard, revitalizing the brand image, ensuring a responsive and user-friendly interface. View it at soniqcast.com.au/web/

.NET Full-stack Development Intern (8.2023-10.2023)

eSMART 21 Pty Ltd. Part-time

- Worked individually on building the web API services for eSmart21 from scratch, including developing RESTful API, a subscription management system for both administrators and clients; customized API endpoints tailored to client subscriptions, ensuring diverse customization options.
- Optimized API performance, streamlining database structures and image transfers. Conducted rigorous service tests in Sandbox environments, perfecting the services.
- Mastered tools, frameworks and platforms like SQLServer, MVC, Swagger, ORM, DTO, .NET Identity, SeriLog, Chunked HTTP/HTTPS, SFTP and Cloud services.

Web Developer (7.2023-present)

IlikeTech Pty Ltd. Self-employed project

- Designed and developed a Personal Training Management System, where personal trainers efficiently manage training courses and members attendance, gym owner manages trainers, contributing to attracting the investors of the gym 'ArrowFit'. View it at: . Arrowfit-2f55fec5fe98.herokuapp.com
- Acquired proficiency in Docker, MUI, Tailwind CSS, and cloud-based authentication methods. Also refreshed my expertise in JavaScript and React, enhancing RESTful API development through peer collaboration.

Backend Web Developer (3.2023-6.2023)   Master's degree project

- Designed, developed, tested, and delivered the backend (including the database) for a resource management system to enhance the teaching and learning experience at the University of Adelaide. Gained in-depth knowledge of RESTful API, Node.js, Express.js, MySQL, and Azure.
- This major project of my Master's studies, earned a High Distinction, affirming my ability to develop a reliable and comprehensive system.

- View the admin end at https://victorious-pebble-0bf6fea10.3.azurestaticapps.net/ and student end at https://delightful-river-0ac974110.3.azurestaticapps.net/.

Junior System Analyst (8.2022-7.2023)
Flinders University Part-time

- Efficiently resolved ServiceNow tickets daily for AEM, Microsoft Dynamics 365, Raiser's Edge, and Jotform by conducting analysis, troubleshooting, and configuration to ensure seamless business operations.
- Supported regular data migration and testing.
- Authored comprehensive documentation for system processes.
- Engaged with Agile teams, gaining significant insights and experience on Scrum.

Web Developer (6.2023)
Boogie Roos South West Casual

- Investigated the existing site developed by a previous IT consultancy with WordPress. View it at: www.boogieroos.com.au
- Led the site's update initiative, identifying improvement areas and executing enhancements that aligned with the latest organizational developments, resulting in the owner's commendation.

IT Product Manager (8.2021-2.2022)   Full-time
Golden Days International Medical Technology Co., Ltd.

- Spearheaded the resolution of requirement conflicts and the management of the product roadmap as a Solution Architect for a sophisticated multi-tiered e-commerce platform tailored to the direct sales industry.
- Crafted the core logic and designed intuitive user flows to accommodate a variety of user roles and hierarchical structures, focusing on a strategic MVP that ensured early and continuous delivery of value.
- Brought energy and confidence to the team, led the team through 10 agile iterations, culminating in a significant platform release within three months—a feat not achieved by predecessors in the preceding 18 months.

Senior System Analyst (7.2018-9.2020)
JD.COM, INC.   Full-time

- Improved and enhanced the customer service system of one of China's leading e-commerce companies by: analysing the root causes of system incidents reported by end-users and server staff; leveraging business big data analysis to identify areas where system enhancements could provide value; managing and translating the requirements of both summits and operational teams into practical configuration solutions and new design proposals; Ensuring smooth transitions through rigorous acceptance testing and comprehensive training.
- Initiated and supported several significant projects, including 'accelerating post-sale service duration', 'using big data regression to predict and avoid business complaints', 'enhancing the return process for commodities with gifts', and 'intelligent work platform for service staff'. These improvements led to substantial cost reductions in customer service operations and increased customer satisfaction, even as the business continued to scale. These transformative changes were instrumental in earning us the recognition as China's leading online customer service provider.

IT Product Manager (8.2015- 7.2018) Full-time
E-agriculture Technology Co., Ltd.

- Played multiple roles as a Product Manager, System Analyst, and Project Manager in a start-up setting. Directed all stages of the system lifecycle, from requirements engineering to system design, implementation, and testing.
- Led the team building an agricultural product traceability information system and a high-quality agricultural product e-commerce system from scratch. Guided the product group in generating detailed technical documents and ensured uniform understanding across the development team using UML. Offered comprehensive system knowledge support to the operations team before and after the systems go alive.

Technical Business Analyst (7.2012-11.2013) Full-time
E-Money Holding Co., Ltd.

Tencent

- Provided optimization solutions for existing Securities investment analysis software, combining user requirements analyzed and business requirements. Conceived and designed new software prototypes according to the user stories.
- Engaged with the 'Product Committee', where all system solutions are reviewed. Applied feedback especially about 'root requirements analysis' and 'user-oriented system process design'.

EDUCATION

Master of Computing and Innovation (02.2022-12.2023)
University of Adelaide

THE UNIVERSITY *of* ADELAIDE

- Achieved a high distinction with a GPA of 6.6 out of 7; engaged in advanced computer science studies and projects.
- Participated in the Women in STEM program to identify and develop my strengths.
- Engaged in the Global IQ Connect Program, enhancing my Cultural Intelligence for effective learning and collaboration in a multicultural environment.
- Actively taking part in the Talking with Aussies program through UofA.
- Awarded the Global Citizens Scholarship.

Better React (06.2022-07.2022)
Online bootcamp

- Enhanced self-learned JavaScript, CSS skills.
- Learned font-end developing skills with React, Redux, Jest through 10 projects.

Project Management Professional (02.2017-05.2017)
Project Management Institute

PMI

- Gained a comprehensive understanding of project management principles, practices, and methodologies;
- Earned Project Management Professional (PMP) certification from PMI.

Bachelor of Industrial Design (09.2008-06.2012)
China University of Mining and Technology

- Acquired knowledge about 'industrial technology'(including IT), 'user research', and 'designing skills' to effectively apply technology in optimizing life quality.
- Applied knowledge gained into real practices through four jobs during study.