



☎ 0466 836 674 ✉ Jodie.lam@outlook.com @ linkedin.com/in/jodie-lam/

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
- Completed the UTS BUILD, SOUL and Accomplish Programs
- One of 40 students selected to partake in the SSE The Navigator Unit

Experience -

07/2017
01/2017

IT Intern

Australian Securities Investment Commission | Sydney, Australia

- **IT Assurance & Governance:** Update intranet webpages using HTML, CSS and JavaScript; liaised with different teams to understand, draft and improve the team's Information Architecture; assisted with regular reporting by updating spreadsheets and proofreading reports.
- **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 through the application of human design thinking and research principles to identify and understand customer pain points, needs and desires in the form of themes and stories. Research findings were used to propose potential areas of innovation for the client.

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. Our learning was demonstrated through two team presentations to high level stakeholders and government officials.

01/2016
06/2015

User Experience Associate

WiseTech Global | Sydney, Australia

An assortment of tests was conducted to identify, record and mitigate system defects. Results were recorded in various testing, escalation and feature request documents. An internal user guide for a system was also composed and reviewed by liaising with developers and product managers.

Extra-Curricular Activities -

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 Hills 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 -



HLTAID003 – NSW Provide First Aid

Completion of the nationally accredited First Aid Course



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

MS Office
Technical Writing
HTML & CSS
Design
JAVA

Personal

Time Management
Organisational
Team Work
Communication

