



USER PROFILE

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ERICA TAN

BACHELOR OF SCIENCE IN IT/
BACHELOR OF CREATIVE INTELLIGENCE

CONTINUE?

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[Portfolio site](#)

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TECHNICAL SKILLS

- Adobe Creative Cloud
- Figma
- UI Design & UX Research
- Project Management
- Microsoft Suite
- Fundamental SwiftUI
- Fundamental HTML/CSS
- Fundamental Java
- Fundamental AWS

PERSONAL ATTRIBUTES

- Collaboration
- Transdisciplinary design thinking
- Adaptable
- Leadership
- Critical thinking
- Time management
- Communication

EDUCATION

University of Technology Sydney

Bachelor of Science in Information
Technology/Bachelor of Creative
Intelligence and Innovation

February 2021 - Present

ACHIEVEMENTS

UTS | Apple Foundation Graduate

June 2023

UTS Prototyping Showcase 2023

2nd place, iOS App: Mood Ring

PROFESSIONAL SUMMARY

An extremely driven and versatile individual, skilled in exploring problem spaces and working collaboratively to come to the most optimal solution. Capable of using design thinking and problem-solving skills to better understand the needs of users and ultimately create a comfortable and enjoyable solution for them, utilising prototyping tools and problem exploration techniques to best address it.

WORK EXPERIENCE

University of Technology Sydney | Student Ambassador

February 2022 - Present

- Working across facilities assisting in onboarding students.
- Facilitating workshops and expo stands.
- Advising individuals on potential pathways into UTS.

UTS KeySoc | Secretary

January 2024 - November 2024

- Facilitated weekly executive meetings
- Organised society materials
- Assisted in the creation of marketing materials.

The Body Shop | Beauty Advisor

September 2022 - September 2023

- Understanding products and their benefits.
- Establishing and understanding customer needs.
- Providing comfortable and educational consultations.

The Scale Institute | RYEAP Guide

June 2023 - August 2023

- Facilitate activities encapsulating entrepreneurial thinking
- Build rapport with students
- Collaborate with rural community start-ups

University of Technology Sydney | IT Support Officer

August 2023 - Present

- Establish a trusting connection with clients.
- Analyse and understand the issue.
- Utilise problem solving to troubleshoot.

Commonwealth Bank Australia | Engineering Intern

Nov 2023 - February 2024

- Developed OpenSearch Dashboard with GenAI team.
- Utilised Python and AWS to create Lambda pipeline.
- Created positive relationships between business units.

Medibank Private | UTS Innovation Team

February 2024 - June 2024

- Facilitating communication between teams.
- Underwent user research to understand the challenge.
- Collaborated with peers to develop a solution.