Ian R. McCausland

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Summary

A **detail-oriented, proactive critical thinker** with *eight* years of experience in *research, critical thinking, and teaching myself new things*. A graduate of *Western University* and self-taught web developer passionate about crafting *user-centric applications in React, and mastering new frameworks and technologies.*

Technical Skills

Programming/**Web:** JavaScript (including ES6), HTML, CSS, JSX, PHP, REST.
Applications and Frameworks: Webpack, Babel, React, React Router, Redux, Firebase, MongoDB, Node, Grunt, Gulp, Npm, Yarn, Express, MySQL, Git.
TDD Tools and Libraries: Karma, Mocha, Chai, Jasmine.
Operating Systems: macOS and Windows 10, Linux.

Education

Master of Arts (Theory and Criticism), Western University (London, Ontario)
- Received Western Graduate Research Scholarship, 2008-2010.
- Studied the relationship between the brain, logic, structure, and meaning through philosophy, psychology and semiotics.

Bachelor of Arts (English), University of Calgary (Calgary, Alberta)
- Studied communication, writing, logic, grammar, linguistics, and sociology.
- Received Jason Lang Scholarship for Academic Achievement, 2006.

Professional Experience

STARBUCKS CANADA   *June 2014 – Present*
Shift Supervisor
- Manage sales floor with a daily sales volume of $5100-$5500 arising from 1200-1300 daily customer transactions.
- Quickly prioritize and identify problems and determine the best method for solving them, delegating or stepping in to ensure their timely completion.
- Analyze sales and customer transactions in real time to ensure labour expenditure is in line with company expectations. Store consistently performs in the top 3 for efficiency and is one of the most profitable stores in the district.
- Communicate effectively with other members of the team to ensure a smooth transition from one shift to the next.
- Recently helped to improve customer experience scores (as measured by Starbucks' internal quarterly survey) by 10 points over the previous year by focusing on speed of service, efficiency, and accuracy, coaching and mentoring employees when necessary.

YORK UNIVERSITY   *September 2010 – April 2016*
Researcher/Teacher
• Guided students through lecture material by listening, asking questions, and anticipating areas where comprehension may be difficult. Consistently received high reviews for my empathetic approach to learning.
• Researched teaching materials and current trends in digital media and popular culture to connect course content with students' own experience of media and culture.

WESTERN UNIVERSITY   *September 2008 – April 2010*
Researcher/Teacher
• Supplemented lecture material by researching and preparing presentations on the context and meaning of the material, guiding students toward understand and engagement with lectures. This involved research into the technical details and human impact of communications technologies from print media to the Internet, Morse code to the telephone.
• Mentored students with patience and empathy on effective academic communication, ensuring a deep understanding of logical errors and problematic composition of arguments, alongside specific, actionable recommendations on how to improve. Received numerous positive comments from students about my detail-oriented approach to their assignments that provided them with constructive, actionable feedback.

Volunteer Experience

GitHub Contributor: Revised documentation with detailed instructions on how to compile, configure and install a popular plug-in for XFCE (Linux). (2017)
Humanities Conference Committee: Designed and implemented conference poster, lead committee member on writing and editing the call for papers, worked with committee members to determine the topic for the conference. (2012)
Library Student Advisory Committee: Worked with the committee to improve students' experience and use of technology in the York University library; conducted surveys on computer usability; examined and discussed the merits and pitfalls of various front-end mock-ups that would become York's SPARK website for helping students improve their research and writing skills. (2011)
Theory and Criticism Conference Committee: Designed and implemented conference website (including creating graphics and developing the overall theme). (2009)