

# Ian R. McCausland

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## Summary

Web developer and communications professional with 8 years' combined experience in digital media research, literary criticism and interpretation, and technology. Advanced degrees in the Humanities paired with a passion for crafting user-centric applications, and mastering new frameworks and technologies. Demonstrated expertise in management, customer service and communication, contributing to over \$1.8 million in annual revenue for major multinational corporation.

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## Technical Skills

**Programming/Web:** JavaScript (including ES6), HTML, CSS, JSX, 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.

## Professional Skills

Starbucks Canada, Toronto ON

06/2014-Present

### Shift Supervisor

- Manage operations and team of 14 for 1 of top 3 most profitable stores in the district with 1200-1300 daily customer transactions and \$5100-\$5500 in average daily revenue.
- Improved customer experience scores by 10 points over previous year by coaching and mentoring employees on speed, efficiency and accuracy.
- Analyze transaction data in real time to ensure labour expenditure aligns with company expectations.
- Identify and prioritize problems, and determine next steps for timely resolution.
- Communicate information and directives to other team members to ensure smooth transitions between shifts.

Tip Distribute, GitHub

### Open Source Project

2017

- Designed and coded web app to increase transparency and resolve communication and distribution issues related to staff tip earnings.
- Constructed app using React, Redux, and a Firebase backend, to replicate the function of XML spreadsheets and communicate notifications to staff via email or SMS.
- Decreases staff time spent inputting and calculating tips and improves communication with internal and external store staff.

Vala Panel Appmenu, GitHub

2017

### Open Source Contributor

- Re-wrote compilation and configuration documentation to clarify the steps involved and thoroughly document optional compilation flags.

York University, Humanities Department, Toronto ON

09/2010-04/2016

**Teaching Assistant**

- Explained and interpreted lecture materials to students by listening, asking questions, and anticipating areas with lower initial comprehension.
- Researched current trends in digital media and popular culture to help students make meaningful connections and apply concepts.
- Received consistently high evaluations from students over 6 courses of 23 students.

York University, Toronto ON

2012

**Humanities Conference Committee Member**

- Designed conference poster including layout and content for “Papers, Please”, a Graduate Student conference on interdisciplinary research in the Humanities.
- Wrote and edited call for proposals, and collaborated with committee to define the conference theme.
- Attracted attendees from all over Canada and the United States.

York University, Toronto ON

2011

**Library Student Advisory Committee**

- Collaborated with students, faculty and staff to improve students’ experience with and use of technology in the York University Library.
- Wrote, implemented and analyzed data from a survey on computer usability.
- Researched and evaluated various front-end mock-ups for York’s SPARK website that assists students with their research and writing skills.
- Input from committee members directly influenced choice of final website design.

Western University, Media Studies Department, London ON

09/2008-04/2010

**Teaching Assistant**

- Researched communications technologies from print media to the Internet to supplement lecture material and assist students in interpreting course content.
- Taught students critical thinking and rhetoric, and ensured a deep understanding of logical errors and problematic composition structure.
- Provided students with constructive, actionable feedback on writing assignments and in-class activities; received numerous positive comments from students.

Western University, London ON

2009

**Theory and Criticism Conference Committee Member**

- Designed and developed conference website, including graphics and layout, for “The Artfulness of Play”, an interdisciplinary Graduate Student Conference on uses of play and playfulness in Academic research and thought.

**Education & Training****Doctoral Level Coursework, Humanities**

2010-2016

York University, Toronto ON

**Master of Arts (MA) in Theory & Criticism**

2011

Western University, London ON

**Bachelor of Arts (BA) in English**

2007

University of Calgary, Calgary AB