

IAN McCAUSLAND

Toronto, ON

github: www.github.com/imccausl | email: imccausl@gmail.com

TECHNICAL SKILLS

Operating Systems: Windows, Mac, Linux

Languages: HTML, CSS, JavaScript (including ECMAScript 2015), PHP, Python

Development Tools: NodeJS, Npm, Yarn, Bower, ESLint, Babel, Webpack, Git, Grunt, Gulp, Visual Studio Code, Atom, PhpStorm, WebStorm

Frameworks & Libraries: jQuery, React, Ember, Handlebars

Hosting Environments: AWS, Heroku, OpenShift

WORK EXPERIENCE

Starbucks, Toronto, ON Shift Supervisor

JUNE 2014 – PRESENT

- Built morale and team spirit with positive attitude and leading by example, contributing to year-over-year increase in operational scores measured by Starbucks' quarterly survey.
- Helped to attain a 10-point year-over-year increase in customer experience scores by directing employee focus on speed of service and product quality.
- Contributed to store success by demonstrating initiative and flexibility by identifying and addressing the unpredictable events that are part of a fast-paced work environment.

York University, Toronto, ON Teaching Assistant

SEPT 2010 – APRIL 2016

- Mentored and instructed students with patience, empathy and an exacting, detail-oriented approach to providing assignment feedback. This led to positive student reviews and noted improvement in student writing and communication skills.
- Researched, planned, and led weekly tutorial discussions applying theoretical material from lectures to contemporary issues in mass media communication. This led to greater student engagement and learning, as measured in student feedback and grade improvements.

York University, Toronto, ON Research Assistant

MAY 2010 – AUG 2010 and MAY 2011 – AUG 2011

- Assisted lead researcher by developing a comprehensive list of primary sources, then analyzing and summarizing this material for ease of reference, allowing researcher to focus on writing up the results.
- Assisted with the use of technology during presentations and classes.

VOLUNTEER EXPERIENCE

York University, Toronto, ON Conference Committee Member

SEPT 2011 – SEPT 2013

- Helped to organize one of the department's most successful conferences, with submissions from all over the world, by writing the Call for Papers and developing the schedule and poster.

Western University, London, ON Conference Committee Member

SEPT 2008 – SEPT 2009

- Worked with fellow committee members to plan and organize a large-scale graduate student conference.
- Responsible for developing the conference website, allowing conference attendees to easily look up scheduled events and plenary speakers and to find directions to the conference venue.

EDUCATION

Western University, London, ON MA, Theory and Criticism

SEPT 2008 – AUG 2011

Explored language as a medium for the representation of thought by studying metaphor, metonymy and phenomenological theories of human experience.

University of Calgary, Calgary, AB BA, English

SEPT 2002 – APR 2007

Studied English literature, with a particular focus on linguistics and theories of interpretation and meaning. Took courses in symbolic logic, composition, and syntax.

AWARDS

Western Graduate Research Scholarship, 2008–2010.

Jason Lang Scholarship for Academic Achievement, 2006.