Ian R. McCausland

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Summary

A detail-oriented, proactive critical thinker with *eight* years of experience in *academic research, teaching critical thinking about media and culture, and 1 ½ years' learning web development.* A graduate of *Western University* and self-taught web developer passionate about crafting *user-centric applications in React, backend archetectures, and mastering new frameworks, technologies, programming languages.*

Technical Skills

Languages: JavaScript (including ES6+), HTML, CSS, JSX, PHP (basic), C (basic).
Applications and Frameworks: Webpack, Babel, React, React Router, Redux, Firebase, MongoDB, Node, Grunt, Gulp, Npm, Yarn, Express, JIRA (basic), MySQL (basic), Git, GitHub.
TDD Tools and Libraries: Karma, Mocha, Chai, Jasmine.
Operating Systems: macOS and Windows 10, (Ubuntu/Fedora) Linux.
Other: Creation of REST APIs using Express and Node, consuming REST APIs using AJAX.

Professional Experience

STARBUCKS CANADA   June 2014 – Present
Shift Supervisor
Assist the store manager by executing store operations, properly deploying and delegating tasks to team members, create a positive customer experience with fast, efficient and friendly service.
● Proactive Problem Solver: Quickly prioritize and identify problems and determine the best method for solving them, delegating or stepping in to ensure their timely completion.
● Analysis and Troubleshooting: 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.
● Customer Focus: 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
Supplemented Dr. Gary Butler's lectures by developing teaching materials, mentoring students, preparing and giving assignments, and grading examinations and papers.
● Empathetic to User Needs: 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.
● Proactive, Self-Directed 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
Provided teaching support for eight courses in media and film studies over two years as a graduate student at Western including History of Communication and Introduction to Media.

● **Enhanced Lecture Material to Produce a Comprehensive Learning Experience:** Supplemented deeply theoretical lecture material by researching and preparing presentations on the context and meaning of the material, guiding students toward a better understanding of lecture material. This involved research into the technical details and human impact of communications technologies from print media to the internet, Morse code to the telephone.

● **Reviewing Student Assignments, Documenting and Proposing Solutions to Problems in Composition and Logic:** Took the time necessary to ensure students had a deep understanding of logical errors and problematic composition of arguments. 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, Vala-Panel-App-Menu: Revised documentation with detailed instructions on how to compile, configure and install a popular plugin 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 mockups 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 graphics and theme), designed conference schedule pamphlet. (2009)

Relevant Projects

Tip Distribution Web App: Designed and implemented a React/Redux-based web app to optimize the tip distribution workflow at my store. It uses a Firebase backend for data persistence, allowing for the tracking of tipping trends, and notifying team members when their tips are available for pick-up. (2017)

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.

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.