Jade Au

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EXPERIENCE

Digital Specialist - Canadian Cancer Society   Apr 2024 - Present
Toronto, ON

- Build, update, and maintain website content using no-code/low-code platforms, ensuring accuracy, accessibility, and alignment with brand and campaign objectives.
- Analyze website performance and user behavior using Google Analytics to identify improvement opportunities.
- Develop business requirements, translating stakeholder needs into clear documentation, workflows, and digital processes to support successful campaign execution.
- Manage reporting, track project status, support data-driven decision-making, and produce clear documentation for internal teams.

Digital Designer - Innovative Business Concept Inc.   Aug 2023 - Dec 2023

- Analyzed budget data for asylum seeker programs, identifying spending trends, inefficiencies, and potential cost-saving opportunities to support decision-making at the city level.
- Created detailed weekly budget reports and visual summaries for stakeholders, ensuring financial insights were translated into clear, actionable information.
- Collaborated with cross-functional teams to design user-centered solutions for asylum seeker program applications, focusing on accessibility, clarity, and streamlined user flows.
- Developed wireframes, mockups, and prototypes to improve the usability of digital products and case management tools, ensuring they met both user needs and agency requirements.

Software Engineer - Noetica AI   Jun 2023 - Aug 2023

- Contributed to the migration of the codebase from React to TypeScript, improving code scalability, and overall developer efficiency.
- Supported the development of AI-driven features, collaborating with product and engineering teams to integrate machine learning functionality into the platform's workflows.
- Created budget reports to support business decision-making, ensuring financial data was consistently accurate.
- Improved user experience by evaluating existing interface pain points and implementing front-end enhancements that improved usability.
- Participated in agile development processes, contributing to sprint planning, code reviews, and continuous improvement initiatives.

Digital Coordinator - LaGuardia Community College   Feb 2023 - Jun 2023

- Taught students foundational Python and Excel skills, creating lesson plans, hands-on exercises, and real-world examples to support skill development and digital literacy.
- Created budget reports using Excel and Power BI, transforming raw data into clear dashboards, visualizations, and insights for departmental planning and resource allocation.
- Collaborated with faculty and staff to align digital training initiatives with academic goals and student support needs.

Technical Support Specialist - NYC Department of Education   Jan 2021 - Feb 2023

- Provided technical support for middle school students and teachers, troubleshooting software, hardware, and device-related issues to ensure minimal disruption to learning.
- Managed device inventory and configuration using Apple Device Management and Microsoft Intune, maintaining secure and up-to-date systems.
- Created budget reports to support technology planning, resource allocation, and operational decision-making.
- Collaborated with staff to provide guidance on best practices for software usage and digital tools, improving overall technology adoption and efficiency.
- Documented technical issues and resolutions to maintain accurate records for future troubleshooting and reporting.

EDUCATION

City University of New York, John Jay College — Computer Science and Information Security, 2022

CGPA: 3.8, Microsoft HK Jobhack Hackathon Group Award Second Runner Up, Cornell Tech - Break Through Tech Summer Guild Completion

SKILLS

Python, R, Excel, HTML, CSS, SQL, Figma, Javascript, Data Analytics, UX Design