

# MIN JIN (Ashley) TSAI

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## KEY SKILLS

### Technical

- Web design, web administration, WCMS migration
- HTML, CSS, JavaScript, PHP, MySQL
- WCMS – SharePoint, TerminalFour
- Adobe CC - InDesign, Photoshop, Illustrator, Acrobat, Dreamweaver
- Sketch, InVision, Google Analytics, Google Webmaster Tool, Wikis
- Microsoft Office - Word, Excel, PowerPoint, Outlook
- Knowledge of SEO, UAT, usability, accessibility and web standard

### Communication

- Well-developed written skills from working experience through email support, guideline creation and copywriting
- Confident and clear oral communication with experience delivering telephone and onsite IT assistance to a diverse range of clients

## EDUCATION

2016 – 2016	<b>Certificate IV in Design</b> Shillington College
2009 – 2011	<b>Bachelor of Computing</b> Swinburne University of Technology *1.5 years of study + 1 year of industry-based learning (IBL)/Internship
2007 – 2008	<b>Diploma of IT – Multimedia</b> Holmesglen Institute of TAFE
2004 – 2006	<b>Bachelor of Business</b> Swinburne University of Technology

## EMPLOYMENT HISTORY

**May 2014 – Sep 2014 Consultant (Web Services) – Working holiday**

***FortisBC, Canada      Largest energy supplier of British Columbia, Canada***

- Assisting intranet content migration project - SharePoint (WCMS)
- Performing User Acceptance Testing (UAT)
- Archiving web content
- Content audit

**Mar 2011 – Feb 2014 Web Administrator (Web Services)**

***Swinburne University of Technology, Australia***

- Administering Swinburne websites and web applications
- Supporting Swinburne web publishers on website enhancement
- Assisting web team with web projects and daily web requests
- Managing Swinburne Webmaster correspondence
- Monitoring web style compliance and updating web style guide

**Aug 2008 – Jul 2010 Web Content Producer (IT)**

***Selby Acoustics      One of Australia's largest online retailers of Hi-Fi Audio and Video accessories***

- Managing and maintaining company website, including photographing, creating and updating web content, editing web layouts, and copywriting
- Developing new business solutions to improve e-commerce performance
- Designing promotional advertisements for web and print media
- Administering eBay product listings through CMS
- Assisting general office duties and customer service when required