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 Certificate IV in Design**

Shillington College

**2009 – 2011 Bachelor of Computing**

Swinburne University of Technology

\*1.5 years of study + 1 year of industry-based learning (IBL)/Internship

**2007 – 2008**  **Diploma of IT – Multimedia**

Holmesglen Institute of TAFE

**2004 – 2006** **Bachelor of Business**

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