

Mavis Ma

(Xiaojing Ma)

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Address: 883 Collins St Docklands, Melbourne, VIC 3008

EDUCATION

RMIT University

Master of Information Technology

Coursework: Database Concepts, IT Infrastructure and Security, Programming Fundamentals, Usability Engineering, Advanced Programming, Data Mining, Software Engineering Fundamentals, Cloud Computing, Algorithms and Analysis, Digital Innovation, Programming Internet of Things, Software Engineering Project Management, Cloud Security, Secure Electronic Commerce, Postgraduate IT Project

Melbourne, VIC

Mar. 2017 - Dec. 2019

Hubei University

Bachelor of Computer Science and Technology

Distinction Average

Wuhan, China

Sep. 2007 - Jun. 2009

PROFESSIONAL EXPERIENCE

Astra Education Group Pty Ltd

Software Engineer/Digital Marketing Manager

Melbourne, VIC

Nov. 2020 - Jan. 2024

- **Web Design and Implementation:** Led **front-end development** and **UX/UI** design, utilizing platforms like Wix and WordPress for **responsive design**, resulting in a 30% increase in **UI simplicity** and a **considerably faster page loading speed**.
- **Project Planning:** Participated in the initiation of an All-in-one educational management software, responsible for **requirement analysis**, architecture design, and selection of third-party components. Guided the team with **agile development methodology**, gaining valuable **project management experience**.
- **Technical Support and Collaboration:** Managed troubleshooting of third-party software by **synthesizing user feedback** and **collaborating with vendors** on **bespoke solutions**, drastically reducing user problems and substantially elevating user satisfaction.
- **Social Media Marketing Technical Support:** Provided **technical support** for social media campaigns, refining **promotional strategies** that elevated traffic and conversion rates substantially.

Hubei Haide Software Technology Co., Ltd.

Sales Engineer - Restaurant & Retail POS System

Wuhan, China

Nov. 2014 - Jan. 2018

- Led POS system selection and deployment, directly securing a **substantial** number of clients in three years. Fostered strong customer relationships through technical acumen and collaborative solution development.
- Enhanced **product adaptability** and customer satisfaction to a significant degree through proactive feedback integration and collaboration with product and development teams.
- Drove a 32% sales increase by facilitating technical demos, boosting team product confidence, and **streamlining sales processes** through effective technical-sales team collaboration.
- Achievements: Annual Best Distributor for Year 2016 - 2017

Wuhan Admiral Technology Co., Ltd. (AOC Brand)

Sales Assistant

Wuhan, China

Oct. 2009 - Apr. 2013

- Participated in the creation of visual marketing schemes and tracking online sales progress, effectively enhanced

product appeal and sales efficiency.

- Organizing meeting planning and collaborating across departments to ensure the smooth execution of sales activities and help the team achieve sales targets.
- Utilizing office automation software to develop a customer order management program, significantly improving customer service quality, and earning praise from management.

SKILLS AND INTERESTS

Technical Skills: HTML, CSS, JavaScript, Java, React, Vue.js, Node.js, Google Cloud, MongoDB, Microsoft Office, Adobe Photoshop, and Adobe Illustrator

Soft Skills: Exceptional communication skills, Teamwork skills, Leadership skills, Decision-making skills, Critical thinking skills, Time management skills, Creativity and Adaptability, Proactive and self-motivated

Languages: English, Mandarin

Interests: Photography, Cooking, Planting, Singing