

Xiating Cai (John)

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I am seeking the graduate position in IT field, I have working experience as an IT support and junior developer. I am passionate about extending others through creation with the reliance on technology. I have full working rights in Australia. I am currently in Tasmania and willing to relocate for work.

Education

The University of Tasmania – Master of Information Management and Systems

March 2019 – December 2020

The University of Taizhou (Eastern China) – Bachelor of Physics (Teacher Education)

September 2008 – June 2012

Key Attributes

Interpersonal Skills: Effectively collaborated across functions (product, service, and tech team) during three years of IT consulting roles with global corporations in Shanghai, two years of teaching roles, two years of work as a web designer and developer in Australia, and volunteer work in California (USA).

Development Skills: Experienced in web/app development and testing, gained from two years of intensive unit projects and PASS leader roles, I utilised Flutter to develop iOS and Android apps, C# for a management system development; Utilised PHP, MySQL, JavaScript, CSS and jQuery to develop a web bank system.

Initiative and Teamwork: Co-founded the Multi-Cultural Club, an active university society; Started up the [Virtual-study Hub](#) project (a virtual library study space) to help students to study online during the COVID-19 time; Delivered award-winning team projects including GovHack 2020 and Uhack 2019.

Work Experience

Content Creator & Web Developer | Multi-Cultural Club, Tasmania **June 2020 – Present**

- Co-Founded Multi-Cultural Club, utilised HTML5, JavaScript, CSS3, and Bootstrap to create a static, informational website (mcctas.com.au) that met the needs of the society.
- Utilised Adobe Creative Suite to capture and edit photos, images, videos for the events recording, marketing, logo, and poster design.

IT Helpdesk Support | Techbyte Solutions Launceston, Tasmania **May 2020 – Present**

- Utilised HTML5, JavaScript, CSS3, Bootstrap, Facebook developer tools to create a business website for Techbyte Solutions (techbyte.net.au).
- Offered IT services include Business systems, Internet services, Web conferences to businesses and individual customers with a range of technological understanding.

Peer Assisted Study Session (PASS) Leader | University of Tasmania **January 2020 – December 2020**

- Designed both online and offline study sessions (Web & Software Development) based on the students' feedback, needs, and circumstance. See session details at [Google Folder](#).

- Facilitated study sessions by integrating learning and development skills, held online sessions for a range of different university students on MyLO, Blackboard Collaborate, and Echo 360.

Udemy Instructor | Udemy.com

January 2019 – Present

- Utilised animation, video, image, and text to develop a content-driven video course for Chinese learners online. Reached 893 students who speak 25 languages across the world from 90 countries. See course details at [Udemy: Learn Chinese From Scratch](#).

Support Technologist | italki Office Shanghai, China

July 2015 – May 2018

- Provided consulting and IT support for online language teachers worldwide, posted monthly teacher newsletters and guides to 4000+ teachers on the platform.
- Undertook customer satisfaction research and data analysis through the ticketing system to improve the new teacher onboarding experience and student learning experience.

Volunteer Experience and Projects

GovHack Accessibility Design | GovHack, Australia

October 2020 – Present

- Mapped the user journey on the [govhack.org](#) to help the development of the prototype site.
- Researched WordPress themes and plugins for govhack.org to improve site accessibility.

Engineering Heritage Tasmania | Industry Placement, Australia

July 2020 – October 2020

- Utilised the replica website of [EHWA](#) to develop enhancements to the [EHTAS](#) website application (map tours) as discussed with the client.
- Created [guide documents](#) and [video guides](#) to assist members with ranges of technical knowledge.

Heritage Hunt | GovHack Launceston, Tasmania

August 2020 – August 2020

- Led and collaborated the team won three awards in [GovHack 2020](#). Designed the UI and improved the prototype for the [Heritage Hunt app](#). See project details [here](#).

Plastic Free Tasmania | Uhack Launceston, Tasmania

August 2019 – September 2019

- Led the team “No Plus” won the 3rd prize in the Student Division in [Uhack 2019 Competition](#).
- Presented a pitch that highlighted the plastic problem and the solution of “Plastic Currency”.

Bank System Development | UTAS Unit Project

March 2019 – June 2019

- Utilised MySQL database, PHP, HTML, CSS, JavaScript to develop a bank management system ([demo](#)), which allows users to register, login, and make transactions through the system.

Referees

Mark Smith Managing Director

Techbyte Solutions (Launceston) Email: mark@techbyte.net.au Ph: +61 3 6312 5190

Jacob Workman Head, Student Living Communities (North & Northwest)

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Dr. Kathy French PASS Program Coordinator

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Sally Fuglsang Peer Program, Leadership and Volunteering Team Leader

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