Xiating Cai (John)

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After travelling across the US, UK, South Asia and the east coast of Australia, and having worked in Shanghai and Sydney, I fell in love with Tasmania - a peaceful place to settle and create. I have experience in IT roles including Services Operations, Customer Support, Business Analysis, as well as experience across the Education and Digital Learning industry. I am currently living in Hobart, Tasmania. Whilst waiting for the approval of my 485 Post-Study Work Visa (currently in progress) a Bridging-A Visa has been granted allowing me to work full time unrestricted.

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 different business functions (product, service, and tech team) during two years of IT consulting roles with large complex global corporations in Shanghai, one year of Customer IT Support role in Australia, and volunteer work in California (USA).

Digital Learning: Experienced in E-learning having gained two years of working experience as a science teacher, one year of PASS leader (Web & Software Development) / Tutor at UTAS, two years of IT Consultant roles in digital learning platform italki.com (Shanghai). Familiar with learning management systems and tools such as D2L Brightspace, PebblePad, Echo360, digital learning platforms including Udemy, Coursera, and italki.

Initiative & Teamwork: Started up the Virtual-study Hub project to help students to study online during the COVID-19 time; Co-founded the Multi-Cultural Club, an active University society; Delivered award-winning team projects in GovHack 2020 and UHack 2019.

Work Experience

Casual UConnect Support | Student Services, University of Tasmania   (Feb 2021 – Present)
· Gathered the students' inquires including payment, timetable, enrollment and account issues at the student services centre, answered and redirected students to the specific services on campus.
· Managed and maintained students' information through the Client Services Officer – Student Management and Identity ONE system.

IT Helpdesk / Administrator| Techbyte Solutions Launceston, Tasmania   (Dec 2019 – Feb 2021)
- Offered IT services including remote IT support, video conferencing support, configuring networks and installing systems to organisations and individual customers with a range of technical understanding.
- Utilised JavaScript, CSS3, Bootstrap, Facebook developer tools to create a business website (techbyte.net.au).

PASS Leader | Student Retention & Success, University of Tasmania   (Jan 2020 – Dec 2020)
- Designed both online and offline Peer Assisted Study Sessions (Web & Software Development) based on the students' feedback and needs. See session details here.
- Facilitated and held online sessions for a range of different university students through MyLO student learning portal, Blackboard Collaborate, and Echo 360.

Residential Leader | Student Living Communities, University of Tasmania   (Jan 2020 – Dec 2020)
- Assisted residents on-campus to use the student learning & living portal to improve their academic and university living experience, organised events with the student living team.

Tutor | Riawunna, University of Tasmania   (Mar 2020 – May 2020)
- Utilised presentation, video, audio to deliver the Chinese language tutorial for students in the Riawunna program via MyLO, Blackboard Collaborate, and Zoom video conference.

Udemy Instructor | Udemy.com   (Jan 2019 – Jan 2020)
- Developed a content-driven video course for learners on Udemy that reached 893 students across the world from 90 countries. Communicated with online students on the platform through the instructor dashboard. See course details at Udemy: Learn Chinese From Scratch.

Teacher IT Consultant | Services Management, italki Shanghai, China   (Jul 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.

Projects and Volunteer Experience

Web Developer & Co-founder | Multi-Cultural Club, Tasmania   (Jun 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.
- Captured and edited photos, images, videos for the event marketing, logo, and poster design.

Web Developer | Engineering Heritage Tasmania, Australia   **(Jul 2020 – Oct 2020)**

- Developed enhancements to the ehtas.wikidot.com website application (map tours) as discussed with the client. Set up accounts and created guide documents and video guides to assist members with ranges of technical knowledge.

Project Leader | GovHack 2020, Tasmania   **(Aug 2020 – Aug 2020)**

- Created the Heritage Hunt project concept**,** 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.

Project Leader | UHack 2019, Tasmania   **(Aug 2019 – Sep 2019)**

- Presented a pitch that highlighted the plastic problem and the solution of "Plastic Currency".
- Created and led the project "No Plus - Plastic Free Tasmania" won the 3rd prize in the Student Division in UHack 2019 Competition.

Referees

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

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Dr Kathy French PASS Program Coordinator

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Winyu Chinthammit Degree Coordinator, Human Interface Technology (HIT Lab AU)

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Mark Smith Managing Director

Techbyte Solutions **Email**: Mark@Techbyte.net.au **Ph**: 03 6312 5190

Kellie Brandenburg Student Engagement Coordinator

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Sally Fuglsang Peer Program, Leadership and Volunteering Team Leader

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Recommendations on LinkedIn: Linkedin.com/in/johnxiating/