

JOSHUA SHUM

Product Designer · Information Specialist · UI / UX Designer · Front-End Developer · Project Manager

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ABOUT ME

Web / Media / Design	HTML / CSS / JS · WordPress · Squarespace · Canvas LMS · Photoshop / Figma / Canva
Analytics / Evaluation	SQL · Excel · Google Analytics · OptimalWorkshop
Languages	English (native) · Cantonese (native speaker)

PROFESSIONAL EXPERIENCE

Faculty of Applied Science and Engineering, University of Toronto

Student Development Coordinator, Career Resources and Online Technology, Engineering Career Centre May 2022 — Current

- Overseeing the design, development, and iteration of six online courses (including a centralized information and resources hub across all cohorts) on Canvas LMS, with 3500+ registered students enrolled.
- Planning and overseeing the implementation of a program and user experience evaluation framework and conducting analyses on program efficiency and student learning outcomes to inform future programming activities.
- Currently leading a five-phase user experience redesign project primarily involving student and staff stakeholders, using online card-sorts, first-click testing, mockups, prototyping, usability-testing, and focus group activities.
- Developed a cross-team workflow (including documentation and staff training) to manage events and workshops postings and promotions across multiple platforms. By streamlining the existing process, I reduced staff workload and event processing time, enabling the ECC to share and promote career development workshops and employer information sessions to students on a regular basis.
- Supervising and hiring staff to support program iteration, user experience research, and data analysis.

School of Graduate Studies, University of Toronto

Web Designer, Office of the Dean & Vice-Provost May 2022 — Current

- Designing webpages across eight SGS WordPress sites to improve navigation flows and user experience, toward Web Content Accessibility Guidelines (WCAG) 2.1 AA compliance.
- Enhancing interactivity and visual appeal using plugins such as [Kadence Block](#), in partnership with multiple units.
- Received an official commendation for responsiveness, subject matter expertise, excellent work, and overall contributions to SGS through the [University of Toronto's True Blue Recognition Program](#).

Faculty of Information, University of Toronto

Instructional Support Coordinator, Student Services & Learning Hub Dec. 2021 — May 2022

- Supported the Student Services, Learning Hub, Careers Office, Advancement, and Recruitment and Admissions units with information and educational technology support, staff coordination, content and records management, and generated reports using SQL and Excel databases to support outreach, communication, and reporting activities.
- Maintained 180+ WordPress pages on the [Faculty of Information website](#) in compliance with WCAG 2.1 AA and Accessibility for Ontarians with Disabilities Act (AODA) guidelines.
- Reviewed website redesign request-for-quotes (RFQs) for a website overhaul project with a budget of \$100,000 CAD, as a member of the Website Revitalization Committee.
- Coordinated Learning Hub activities by liaising between presenters and administrative staff to schedule, book, and prepare registration materials, program information, and audio-visual equipment for the iSkills program (academic, technical, and professional skills workshops), and providing or arranging for technical support coverage as required.
- Assigned and reviewed the work of staff and work-study students, and facilitated weekly team meetings.

Educational Technology Assistant, Student Services & Learning Hub

Aug. — Dec. 2021

- Recommended educational technologies and provided training for faculty and staff on the use of classroom and information technologies to develop time-efficient workflows to prepare hybrid classrooms.
- **Staff Administrative Support, Training, and Coordination**
 - Coordinated the staff schedule and training of 15 Technical Support Assistants (TSAs) to ensure coverage for the in-person and remote delivery of 35 undergraduate- and graduate-level courses.
 - Reviewed timesheets and created a database to track reported hours for budgeting and staff planning.

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- Provided logistical, event planning, and live technical support to staff for orientation and recruitment events with Zoom, GoToWebinar, and Teams for the next recruitment cycle.
- **Educational Technology Support**
 - Co-hosted weekly roundtables to support 77 faculty and instructors with leveraging hybrid classrooms to enhance digital pedagogical practices.
 - Maintained a repository of educational technology and remote-delivery resources for instructors.
 - Reviewed and updated digital content toward universal design principles.
- **Student and Alumni Information Services**
 - Designed and managed a space reservation and advising appointments system using Microsoft Bookings.
 - Maintained a record of visitors to the Learning Hub for COVID-19 contact tracing, answering visitor inquiries, and ensuring the safe operation of the common space.
 - Facilitated student and alumni professional development and networking by providing technical support to the faculty alumni association meetings and liaising website content updates.

Programming Technology Coordinator, Student Services

May – Aug. 2021

- **Web Development and Universal Design**
 - Partnered with content editors overhaul existing pages on the Faculty website toward a more consistent, navigable user experience, with responsive web design using HTML and CSS, toward WCAG 2.1 AA compliance.
- **Staff Support and Training**
 - Coordinated and supported the training of the iSchool ePedagogy team by liaising with management to determine goals, priorities, and identifying development opportunities.
 - Provided live technical support to staff for over 17 recruitment, orientation, and graduation events with Zoom, GoToWebinar, and Blackboard Collaborate.
- **Student and Alumni Support**
 - Promoted experiential learning opportunities for students by fostering working relationships with internal and external partners through email and Symplicity, a Career Services Management (CSM) system.
 - Facilitated student and alumni professional development by implementing a more efficient process for submissions to the external job board, reducing the processing time of postings from 15, to 5 minutes.

Technical Support Assistant for Online Courses, iSchool ePedagogy

Sept. 2020 – Apr. 2021

- Provided administrative and technical support for remote courses through partnering with instructors and teaching assistants to provide a smooth and positive online learning experience.
 - **Fall 2020:** Supported 462 students in 8 courses; **Winter 2021:** Supported 194 students in 10 courses.
- Coordinated schedule of 11 staff to ensure proper coverage of supported courses.
- Conducted user research studies toward implementing new services and administrative workflow improvements.
- Assisted 19 instructors with course administration, information architecture, and design, using Canvas/Quercus.
- Created an online repository with guides, resources, and course templates for remote teaching.
- Offered weekly consultation sessions, in-class assistance, and email support to devise and implement active-learning strategies and hybrid delivery modules using Blackboard Collaborate, Zoom, and Microsoft Teams.
- Processed, edited, and uploaded class recordings with transcripts using MyMedia and Microsoft Stream.

Tyndale Intercultural Ministries (TIM) Centre, Tyndale University

User Experience Specialist & Website Coordinator

Oct. 2017 – Current

- Maintaining and improving web accessibility of three websites using WordPress and SnapPages.
- Supporting the development of a partner-led app and website as a UX, accessibility, and design consultant.
- Designed and conducted a user experience (UX) card-sorting study for a website redesign project.

EDUCATION

Master of Information (Library & Information Science) | University of Toronto
Secondary Focus: User Experience Design

Toronto, ON (2020)

B.A. Honours, Interdisciplinary Social Science | York University

Toronto, ON (2018)

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RELEVANT EXPERIENCE AND PROJECTS

Virtual Platform Coordinator, World IA Day (WIAD) Toronto

Oct. 2020 — Mar. 2021

- Headed the technical support team for WIAD volunteers, using Vi.to, Zoom, and Slack to host an online conference with over 350 registered attendees.
- Liaised with event organizers to provide technical advice and consultation when selecting the host platform.
- Assisted in the logistical planning of the event, trained, and led a team in editing and captioning session recordings.
- Provided day-of platform support to volunteers, speakers, and attendees.

PRESENTATIONS & INSTRUCTIONAL EXPERIENCES

Conference Presentations

- Chan, M., **Shum, J.** & Sze, E. (2021, August). *What does it take? Developing inclusive and empathetic practices in a remote class*. Presented at the Digital Pedagogy Institute Conference, Toronto, Ontario, Canada.

Workshops

- **Shum, J.** & Guay, S. (2020, April). *Introduction to UX Design*. Workshop presented at University of Toronto Scarborough Library as part of Entrepreneurship Week, Toronto, Ontario, Canada.