

JOSHUA SHUM

Systems & Data Analyst · Information & UX Specialist · Product Designer · Project Manager · Educational Technologist

joshua.ly.shum@gmail.com | +1 (647) 981-1026 | in/joshua-shum | www.joshuashum.com

ABOUT ME

Information systems and data management specialist with six years of experience at the University of Toronto. Strong technical background in supporting enterprise student systems through account provisioning and access control, incident management, system configuration, data reporting, and analytics. Experienced with analyzing complex datasets and developing dashboards using Power Automate, Excel, Power BI, SQL, and Tableau. Proficient in system administration and configuration experience of information management systems like StarRez, UniHub (Folio), Orbis Outcome (CLNx), Symplixity CSM, and Canvas LMS (Quercus).

SKILLS

Web / Media / Design	HTML / CSS · WordPress · Squarespace · Adobe Photoshop / Premiere Pro · Figma · Canva · git / GitHub workflows
Document / Report Design	Microsoft Office (Word, PowerPoint, Visio) · Adobe Acrobat
User Experience	Quantitative and Qualitative Research Methods (e.g. guerilla and usability testing, Optimal Workshop) · Prototyping (Balsamiq) · Interaction Design · Information Architecture · Design Thinking
Data Visualization, Management & Analysis	Power BI · Tableau · SQL · Excel · Python · Google Analytics · OptimalWorkshop · Qualtrics
CRM & Enterprise-Systems	StarRez · Canvas LMS · (Quercus) UniHub (Folio) · Symplixity CSM · Orbis Outcome (CLNx)
Productivity	Google Suite · Microsoft O365 (Word, Excel, PowerPoint, Teams, Stream, Bookings, Forms, OneDrive, SharePoint, Automate, BI, Visio)
Languages	English (native) · Cantonese (native speaker)

EDUCATION

- Master of Information (Library & Information Science)**, University of Toronto **Toronto, ON (2020)**
- **ALA-Accredited.** Coursework emphasizes the practice and theory of integrating design thinking, interaction design, and a user-centred approach to the growth, development, and operation of academic libraries.
 - **Secondary Focus:** User Experience Design
 - 3.9 GPA
- Bachelor of Honours, Interdisciplinary Social Science**, York University **Toronto, ON (2018)**
- **Concentration:** Equity & Social Policy

PROFESSIONAL EXPERIENCE

- Systems & Data Management Officer** **Nov. 2025 – Current**
- Housing Services, Division of Student Life, University of Toronto **Toronto, ON**
- Provisioned and managed account access, roles, and permissions for the StarRez residence management system, including data management, user training, service requests, and data reporting for residences across all three University of Toronto campuses.
 - Advised and supported units with maintaining compliance with FIPPA, data governance, information security, and confidentiality policies.
 - Investigate and resolve system incidents including login errors, access issues, and unexpected functionality (e.g., website errors, privacy leaks, configuration issues, duplicate appointment bookings, timezone issues, issues with uploading documents and job board search functions) on a daily basis, escalate bugs to vendors and IT as required,

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and communicate system updates with tri-campus stakeholders.

- Developed and delivered end-user training, documentation, system demos, training materials, and troubleshooting guides to support version upgrades, responding to system incidents, and responding to user issues / bugs toward reducing recurring user issues and improve incident resolution efficiency.

Web Designer (Casual)

May 2022 – Current

Office of the Dean & Vice-Provost, School of Graduate Studies (SGS), University of Toronto

Toronto, ON

- Developed and executed a one-month website redesign and relaunch project for the main SGS website and four subsites with a refreshed, modernized, streamlined, and accessibly design theme, improving design, navigation flows, and user experience, toward Web Content Accessibility Guidelines (WCAG) 2.1 AA compliance, while maintaining 100% uptime and undisrupted access to all sites.
- Collaborate with subject matter experts to design content-rich webpages and enhance their visual appeal using plugins such as [Kadence Block](#), ensuring information is presented in an engaging and comprehensive manner.
- Maintain an internal departmental organizational chart using Microsoft Visio for SGS management.
- Received a commendation for responsiveness, subject matter expertise, excellent work, and overall contributions to SGS through the [University of Toronto's True Blue Recognition Program](#).

User Experience Specialist & Website Coordinator (Casual)

Sep. 2024 – Dec. 2025

Tyndale University

Toronto, ON

- Maintain and improve web accessibility of two websites using WordPress.
- Providing website and UX consultations to staff and clients.

Systems & Data Management Officer

Feb. 2024 – Oct. 2025

Student Success, Division of Student Life, University of Toronto

Toronto, ON

- Provisioned and managed account access, roles, and permissions for 1,000+ staff, faculty, and administrators across the Folio (UniHub) and CLNx (Orbis Outcome) platforms and delivered key term and annual reports for 10 units within the Division of Student Life.
- Supported the transition from CLNx to Folio by conducting needs assessment focus groups for Student Life departments to identify and configure appropriate system and user permissions and review business processes for data collection, retrieval, and reporting.
- Advised and supported units with maintaining compliance with FIPPA, data governance, information security, and confidentiality policies.
- Investigated and resolved system incidents including login errors, access issues, and unexpected functionality (e.g., website errors, privacy leaks, configuration issues, duplicate appointment bookings, timezone issues, issues with uploading documents and job board searchfunctions) on a daily basis, escalate bugs to vendors and IT as required, and communicate system updates with tri-campus stakeholders.
- Developed and delivered end-user training, documentation, system demos, training materials, and troubleshooting guides to reduce recurring user issues and improve incident resolution efficiency.
- Conducted process reviews with units to design and implement experiential learning workflows, configure system modules to support business requirements, test new features, troubleshoot and resolve technical issues, and recommend system enhancements.
- Analyzed large and complex datasets from multiple sources to design and demo interactive dashboards using Power BI, Tableau, and Excel to senior leadership, enabling units to monitor and track student engagement metrics, conduct trends analysis, and enhance departmental reports.
- Nominated by colleagues and [received a True Blue Award](#) for "careful, determined troubleshooting and immaculate data thinking."

Student Development Coordinator, Career Resources & Online Technology

May 2022 – Feb. 2024

Engineering Career Centre, Faculty of Applied Science and Engineering, University of Toronto

Toronto, ON

- Oversaw the use of educational and information technologies for the design, development, and administration of work-integrated learning preparation courses, and spearheaded a user experience redesign project involving 112 participants to redesign the centralized career resources hub actively used by 5500+ students, resulting in a measurable increase in student satisfaction levels and engagement.
- Managed the recruitment, interviews, and supervision of three student staff throughout a multi-phased project,

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directing their activities in program redesign, user experience research, and data analysis, while tailoring guidance to their strengths and development goals; resulted in a measurable increase in student engagement—as evidenced by data metrics—compared to previous academic terms.

- Proposed and led an initiative to implement data collection standards to establish and maintain a database of resource page usage, student appointments, and events data and developed data dashboards and reports track key performance indicators (KPIs) and generate infographics and visualizations using Power Automate and Power BI, enabling the team to make data-driven decisions and measure student engagement metrics.
- Planned and executed the implementation of a program and user experience evaluation by collecting and analyzing student usage data on career resources to drive future programming activities and resource development.
- Tested new software configurations and system features of Orbis and Symplicity (CSM) to support the transition to the new CRM in Fall 2024, including troubleshooting and resolving technical issues, participating in focus group meetings to determine unit needs, and drafting training content for co-workers.
- Organized and conducted a meticulous, multi-phased user experience redesign project using OptimalWorkshop, engaging 112 student and staff participants to gather qualitative and quantitative data (online card-sorts, first-click testing, and usability tests of mockups and prototypes), resulting in the creation of 35+ new resources and a complete overhaul of the information architecture for the centralized career resources hub and an improved user interface for both students and co-workers.
- Collaborated with key stakeholders to develop and document multiple cross-team workflows and business processes, including a streamlined events postings and promotion workflow across multiple platforms. This led to a significantly decreased event processing time and enhanced staff efficiency and communications, empowering the ECC to plan and promote career development workshops and employer information sessions to students consistently and efficiently.
- Advised and trained staff in resolving technical issues across enterprise systems, including the Orbis Outcome, Symplicity (CSM), Quercus (Canvas LMS), Microsoft O365 (Word, Excel, PowerPoint, Forms, Bookings, Power Automate, Power BI, Lists, SharePoint, Stream, and Visio), and more.
- Presented at an academic conference on leveraging educational technology for career development.
- Co-led an initiative to research, demo, and test project management tool / softwares to improve cross-team collaboration, communication, and workflows.
- Co-managed the recruitment and supervision of student staff tasked with supporting program development, conducting user experience research, and data analysis.

User Experience Specialist & Website Coordinator (Part Time)

Oct. 2017 — Apr. 2024

Tyndale University

Toronto, ON

- Previous Title(s): *Website Support & Content Developer*
- Maintained and improved web accessibility of three websites using WordPress and SnapPages.
- Supported the development and maintenance of an 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.

Instructional Support Coordinator

May 2021 — May 2022

Student Services & Learning Hub, Faculty of Information, University of Toronto

Toronto, ON

- Provided operational support to the Student Services, Learning Hub, Careers Office, Advancement, and Recruitment and Admissions units, developed content and records management processes, and generated reports using Symplicity (CSM), SQL, and Excel to support outreach, communication, and reporting activities.
- Revised and maintained 180+ WordPress pages on the [Faculty of Information website](#) toward WCAG 2.1 AA and Accessibility for Ontarians with Disabilities Act (AODA) compliance.
- Oversaw 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.
- Coordinated the staff schedule and training of 15 Technical Support Assistants (TSAs) to ensure coverage for in-person and remote delivery of 35 undergraduate- and graduate-level courses.
- Created a relational database using MariaDB (similar to Microsoft SQL) to enable staff to run queries to gather, track, manage, and generate data reports for staff hours and coverage availability to identify operational needs and to support budgetary decision making and reporting. Drafted, edited, and provided training sessions for faculty and staff on the use of classroom and information technologies and complex administrative systems to develop time-efficient

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workflows that enhanced user productivity.

- Supported the Careers Office's implementation of Symplicity (CSM) by testing, configuring, troubleshooting, and resolving technical issues with the vendor, and standardizing data to enable data-driven decisions through reporting.
- Tested and 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.

Educational Technology Assistant

Aug. – Dec. 2021

Student Services & Learning Hub, Faculty of Information, University of Toronto

Toronto, ON

- 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.
 - 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

May – Aug. 2021

Student Services, Faculty of Information, University of Toronto

Toronto, ON

- **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

Sep. 2020 – Apr. 2021

Student Services, Faculty of Information, University of Toronto

Toronto, ON

- Successfully supported the delivery of remote courses during the COVID-19 pandemic by providing with instructors and teaching assistants with educational and administrative technology support and training, resulting in a positive online teaching and learning experience as reported by students and teaching staff feedback.
 - **Fall 2020:** Supported 462 students in 8 courses; **Winter 2021:** Supported 194 students in 10 courses.
- Coordinated schedules of 11 staff to ensure proper coverage of supported courses.
- Conducted user research to improve administrative workflow improvements and inform new services, leading to the development of an online repository of guides, resources, and course templates for remote teaching.
- Assisted 19 instructors with course administration, information architecture, and design, using Canvas/Quercus.

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- 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.

Website Support

Oct. 2017 – Dec. 2018

Tyndale University

Toronto, ON

- Regularly checked and audited published content for broken or incorrect hyperlinks.
- Created over 200 webpages and articles using Drupal and WordPress.
- Coordinated with colleagues to connect and exchange resources with local organizations across Toronto.

Research Assistant

Jun. – Aug. 2017

Tyndale University

Toronto, ON

- Designed and implemented a digital file classification system to reorganize all department files.
- Created promotional materials and documentation for courses using InDesign, Publisher, and PowerPoint.

User Experience Librarianship Intern

Jan. – Apr. 2020

University of Toronto Scarborough (UTSC) Library

Toronto, ON

- Created and executed 3 concurrent UX research and design projects examining digital and physical library spaces including a card-sorting and tree-testing study, usability test research methods of two library websites.
- Collaborated with the Web & UX Librarian to conduct 4 weekly UX Pop-Up tables to gather user feedback and suggestions for the UTSC Library Space Planning Committee.
- Co-developed and co-instructed an "Introduction to UX Design" workshop with 15 registered attendees.
- Presented UX initiatives, research progress, findings, and recommended next steps at library staff meetings.

Student Library Assistant (SLA)

Sep. 2019 – Apr. 2020

Access & Information Services, University of Toronto Libraries at Downsview

Toronto, ON

- Proved high-level of attention to detail using SirsiDynix Workflows by processing and checking library materials, from 5 major universities in Ontario for storage and retrieval at facility with over three million items.
- Trained and supervised new SLAs when full-time staff members are unavailable.
- Demonstrated problem-solving ability by identifying and correcting mislabeled material in library catalogues.

Community Engagement Coordinator

Jun. – Aug. 2014, 2015

East Toronto Chinese Baptist Church

Toronto, ON

- Designed and published an annual summer activity guide for Toronto residents.
- Demonstrated strong teamwork and communication skills by engaging with youth volunteers to plan community engagement, fundraising, and outreach activities including 4 sports days and 2 community events.
- Developed and presented outreach and engagement proposals using Microsoft and Google Suite applications, including Word, Excel, Publisher, PowerPoint, and Slides.

EXPERIENCE AND PROJECTS

Personal Portfolio Website

Sep. 2019 – Present

- Customizing my portfolio website using HTML, CSS, and JavaScript as both a personal, self-taught hobby with transferable professional outcomes.
- Using information technology and networking tools such as Google Cloud Platform and Google Analytics toward compliance with Accessibility for Ontarians with Disabilities Act (AODA) and Web Content Accessibility Guidelines (WCAG) 2.1 Level AA standards.
- Applied visual design principles in creating a user-friendly and navigable website.

UX / LIS Research Project with Noranda Earth Sciences Library, UTL

Jan. – Apr. 2020

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- As part of a community-engaged learning initiative, my team of five partnered with the Head Librarian and frontline staff to design and execute a user research study examining user behaviours and use of library space to determine areas for improvement.
- Conducted 14 user interviews and 32 surveys to identify user pain points, resulting in 11 recommendations supported by user data analysis and alternative solutions for future consideration and implementation.

Information Architecture Redesign Project with CL&D

Sep. 2019 – Jan. 2020

- Managed a team of five classmates to redesign the information architecture (IA) for the Centre of Learning & Development, Toronto's website, <tccltd.org>.
- Demonstrated versatility, adaptability, and strong leadership, communication, and organizational skills as the Project Manager, Lead Editor, IT/Networking Lead, and as the primary point of contact between project teams.
- Designed and executed a hybrid card-sorting study (using Optimal Workshop), stakeholder & user interviews, user observations, and usability tests with 15 participants.
- Designed a high-fidelity prototype website based on a proposed IA by analyzing collected user data.

Telepathy

Sep. – Dec. 2019

- Developed a clickable medium-fidelity prototype using Balsamiq for a student-centred platform for accessing mental health resources at the University of Toronto, in a team of four.
- Conducted user research with 16 participants through interviews, usability tests, and prototype evaluations.
- Created and presented bi-weekly slide decks using a storytelling approach for a panel of industry professionals.
- Participated in design thinking workshops to generate user empathy, user needs, ideas, and evaluation methods.

TIFF Next Wave – Jump Cuts Young Filmmakers Showcase – Finalist

May 2012

- Directed and edited the short film, *Rivals of the Cube*.
- Film selected to premiere at the Toronto International Film Festival Bell Lightbox theatres as a finalist from submissions across Ontario, Canada, by grade 9-12 students on the basis of proficiency in form, expression, experimentation and content.

SERVICE TO LIBRARIANSHIP & ENGAGEMENT

Co-Chair, Communications Committee

Jun. 2021 – Current

Faculty of Information Alumni Association (FIAA), University of Toronto

- Previous Title(s): *Chair, Website & Social Media Committee*
- Maintaining the association's social media presence across multiple platforms, including Facebook, Instagram, Twitter, Eventbrite, and LinkedIn.
- Developing a new information architecture for the Alumni information section on the Faculty's website.
- Coordinating with other committees to promote social, educational, and fundraising events.

Faculty Council Representative

Mar. 2021 – Current

Faculty of Information Alumni Association (FIAA), University of Toronto

- Attending regularly scheduled Faculty Council meetings on behalf of the Executive Committee.
- Voting on and providing reports of Faculty Council decisions and discussions to the Executive Committee.

Member

iSchool Class of 2020 & 2021 Continuity Working Group

Jun. 2020 – Apr. 2022

- Liaising with Spring 2020 graduates and the Faculty to reschedule cancelled end of year events (due to COVID-19), overseeing a budget of \$10,000 from the Master of Information Student Council.

Program Coordinator and Mentor

May 2019 – Apr. 2020

Peer Mentoring @ iSchool

- Led the peer mentorship program along with three co-coordinators as the primary contact (email, administrative, and general inquiries), and planned 4 community events with 124 registered attendees.

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- Redesigned and piloted a new mentorship program with 109 mentees and 58 mentors.
- Attained recognition of the program in the official co-curricular record by partnering with faculty administrators and staff through the validation process.
- Reorganized the program's online repository and developed instructional guides for future coordinators.

Student Ambassador

Sep. 2019 – Apr. 2020

Faculty of Information

- Collaborated to organize an information day as a student representative to drive faculty initiatives and share engagement opportunities and experiences with prospective students.

Student Liaison

Sep. – Dec. 2019

Faculty of Information

- Designated point of communication for communicating student feedback and concerns with the Course Director toward improving student experience.

Class Representative

Sep. – Dec. 2018

Master of Information Student Council, Faculty of Information

- Served as the primary point of contact between fellow students and the council, and communicated social networking opportunities and events in weekly announcements.

Virtual Platform Coordinator

Oct. 2020 – Mar. 2021

World IA Day (WIAD) Toronto 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.

Volunteer

Jan. – Feb. 2020

Ontario Library Association Super Conference (OLA SC)

- Offered attendee-oriented service, including workshop registration, informational, and directional help at the OLA's annual four-day conference, Canada's largest library organization and librarianship event.
- Supported conference speakers and attended workshop sessions on UX Librarianship and community collaboration and engagement in libraries.

Volunteer

Jan. – Feb. 2019

Ontario Library Association Super Conference (OLA SC)

- Programmed scanning devices to track session attendance and provided informational and directional help.
- Assisted and attended conference workshops and programs on community collaboration and engagement in libraries, and embedded librarianship.

Stephansson House Representative & Social Media Manager

Sep. 2013 – Apr. 2014

Residence Council, Winters Residence, York University

- Elected as a voting member and representative to about 40 of the 300 students living on the residence.
- Collaborated to plan monthly floor- and residence-wide events and outings.
- Created and maintained a social media presence to promote council events and notices to residents.

PRESENTATIONS & INSTRUCTIONAL EXPERIENCES

Conference Presentations

1. Cohen, B., Deonandan, P., & Shum, J. (2023, October). *Balancing Individualized Support with Sustainable Scalability: Leveraging EdTech for Effective WIL Program Design*. Presenting at the York University Professional Development Conference, Toronto, Ontario, Canada.

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2. 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

1. **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.

Non-Peer-Reviewed Poster Presentations

1. **Shum, J.** (2020, April 2). *Integrating cost-effective, lean UX research methods and design thinking in academic libraries: University of Toronto Scarborough Library*. Information Professional Practicum Exhibition, Toronto, ON, Canada.
2. Anderson, K., Secco, M., **Shum, J.**, Szakaly, A., & Zhan, J. (2020, April 19). *Noranda Earth Sciences Library UX Research Project*. User Experience (UX) for Galleries, Libraries, Archives, and Museums (GLAM) Showcase, Toronto, ON, Canada.

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CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

Web Design for Everybody Specialization , University of Michigan (Credential #: GBLUMYDKTP6I)	Oct. 2025 – Jan. 2026
Introduction to HTML5 (Credential #: P921S4HTKJ8U)	Oct. 2025
Introduction to CSS5 (Credential #: ENKFNT4C8I62)	Nov. 2025
Interactivity with JavaScript (Credential #: LLJKABZIJHSO)	Nov. 2025
Advance Styling with Responsive Design (Credential #: V6VLTEDBWAYB)	Jan. 2026
Web Design for Everybody Capstone (Credential #: 7GRUI3B9OWQY)	Jan. 2026
Python for Everyone Specialization (5 Courses) , University of Michigan (Credential #: CTJU72QKYD91)	Sep. – Oct. 2025
Retrieving, Processing, and Visualizing Data with Python (Credential #: M035MRBSBSUD)	Oct. 2025
Using Databases with Python (Credential #: CTJU72QKYD91)	Oct. 2025
Using Python to Access Web Data (Credential #: M035MRBSBSUD)	Oct. 2025
Python Data Structures (Credential #: 3ES6J2B40AK1)	Sep. 2025
Getting Started with Python (Credential #: 9VBPQVTT5OHF)	Sep. 2025
SQL for Data Analysis , LinkedIn Learning	Sep. 2025
Power BI: Data Modelling with DAX , LinkedIn Learning	Aug. 2025
Data Visualization: Storytelling , IIBA on LinkedIn Learning	Aug. 2025
Data Visualization for Data Analysis and Analytics (2024) , IIBA and NASBA on LinkedIn Learning	Aug. 2025
Using AI for Data-Driven Insights , NASBA on LinkedIn Learning	Aug. 2025
Excel and ChatGPT: Data Analysis Power Tips , LinkedIn Learning	Aug. 2025
Foundations of Data Governance & Architecture , School of Continuing Studies, University of Toronto	Jan. – Apr. 2024
Data Strategy , Project Management Institute (PMI) and NASBA on LinkedIn Learning	Oct. 2023
From Excel to Power BI , Knowledge Accelerators on LinkedIn Learning (Credential #: ZJJ3YNG2YRYX)	Oct. 2023
Power BI: Dashboards , LinkedIn Learning	Oct. 2023
Power BI: Essential Training , NASBA on LinkedIn Learning	Oct. 2023
Data Visualization for Data Analysis and Analytics (2020) , IIBA and NASBA on LinkedIn Learning	Sep. 2023
Power BI: Getting Started , LinkedIn Learning	Sep. 2023
Excel: Macros and VBA for Beginners , LinkedIn Learning	Sep. 2023
Universal Design for Learning (UDL) Associate Credential - Level 1 , CAST (Credential #: 16123-1678806541)	Mar. 2023
Business Metrics for Data-Driven Companies , Duke University on Coursera (Credential #: JZPKWVTNAVSN)	Mar. 2022
Data Warehousing and Business Intelligence , University of California, Irvine on Coursera (Credential #: EP8A6EK67ZYC)	Mar. 2022
Project Management: The Basics for Success , University of California, Irvine on Coursera (Credential #: DA33L2PA9NGR)	Mar. 2022
The Nature of Data and Relational Database Design , University of California, Irvine on Coursera (Credential #: 6DBUANZRE8FC)	Mar. 2022

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Introduction to Structured Query Language (SQL), University of Michigan on Coursera (Credential #: BLGTN4U59VKW) Feb. 2022

Certified Microsoft Innovative Educator, Microsoft May 2021

Inclusive Classroom Foundation, Microsoft May 2021

Working Together: The Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, Ontario Human Rights Commission Jan. 2021

PROFESSIONAL ASSOCIATIONS

Member, Ontario Association of College and University Housing Officers (OACUHO) Jan. 2026 – *Present*

Member, Toronto Regional Computer-Human Interaction (TorCHI) Mar. 2021 – *Present*

Member, Ontario Library Association (OLA) May 2020 – *Present*

Student Member, Ontario Library Association (OLA) Sep. 2019 – Apr. 2020

HONOURS & AWARDS

StarRez Academy Award Winner, StarRez Inc. 2026

- Awarded for completing the most StarRez Academy learning and certification courses globally in 2026.

Member of the Dean's Honour Roll, York University 2018

- Awarded to students graduating with an Honours Bachelor's Degree with 7.00 or higher cumulative GPA.

York University Continuing Student Scholarship, York University 2017

- Awarded to students with outstanding academic results in the previous Fall, Winter, and Summer sessions.