

# JOSHUA SHUM

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## EDUCATION

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**Master of Information (Library & Information Science)** 2020

University of Toronto • Toronto, ON • 3.91 GPA

- **Secondary Focus:** User Experience Design

**B.A. Honours, Interdisciplinary Social Science** 2018

York University • Toronto, ON

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## RELEVANT PROFESSIONAL EXPERIENCE

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**Faculty of Information, University of Toronto**

*Programming Technology Coordinator, Student Services*

May 2021 – Current

- Driving faculty initiatives by providing educational and programming technology support to staff, including student programs and admission events.

*Technical Support Assistant for Online Courses, iSchool ePedagogy*

Sept. 2020 – Apr. 2021

- Providing administrative and technical support for undergraduate, graduate, and doctoral courses through partnering with instructors and teaching assistants to provide a smooth and positive online learning experience.
  - **Fall 2020:** 462 registered students in 8 courses | **Winter 2021:** 194 registered students in 10 courses.
- Assisting instructors with course administration, information architecture, and design, using Canvas/Quercus.
- Maintaining an online pedagogy knowledge base on Canvas/Quercus with up-to-date guides, resources, and course templates for classroom technologies, using HTML, Microsoft Word, and Adobe Acrobat.
- Offering consultation sessions and in-class support to devise and implement active-learning strategies and hybrid delivery modules using tools such as Blackboard Collaborate, Zoom, and Microsoft Teams.
- Processing, editing, and publishing class recordings with captions using MyMedia and Microsoft Stream.

**Tyndale Intercultural Ministries (TIM) Centre, Tyndale University**

*Website Support & Content Developer*

Dec. 2018 – Current

- Designed and conducted a user experience (UX) card-sorting study for a website redesign project.
- Updating websites toward Accessibility for Ontarians with Disabilities Act (AODA) and Web Content Accessibility Guidelines (WCAG) AA 2.1 compliance.

*Website Support*

Oct. 2017 – Dec. 2018

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

*Research Assistant*

Jun. – Aug. 2017

- 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.

**University of Toronto Scarborough (UTSC) Library**

*User Experience Librarianship Intern*

Jan. 2020 – Apr. 2020

- 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.
- 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.

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## RELEVANT EXPERIENCE AND PROJECTS

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**Virtual Platform Coordinator, World IA Day (WIAD) Toronto 2021** Oct. 2020 – Mar. 2021

- Volunteered as the Technical Support Specialist (Lead) for a team of volunteers in using Vi.to, Zoom, and Slack to host an online conference with over 350 registered attendees.
- Provided day-of platform support to volunteers, speakers, and attendees.
- Assisted in the logistical development of the event in the preceding months.
- Trained and led a team of three in editing and captioning pre-recorded and live session recordings.
- Liaised with event organizers to provide technical advice and consultation.

**User Experience Research Project with Noranda Earth Sciences Library, UTL** Jan. 2020 – Apr. 2020

- As part of a community-engaged learning initiative, my team of five partnered with the Head Librarian and frontline staff to execute a user research study examining user behaviours and use of library space.
- Conducted 14 user interviews and 32 surveys to identify user pain points.
- Outlined 11 evidence-based UX Recommendations for future consideration and implementation, with supporting user data analysis and alternatives.

**Information Architecture Redesign Project CL&D** Sept. 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](http://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.

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## SKILLS

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- Administrative**
- Project Management; Information Management; Quercus/Canvas, Google Suite; LibCal; Professional document formatting, proofreading, and editing.
- Information & Classroom Technologies**
- **UI/UX Research & Design:** Quantitative and Qualitative Research Methods (e.g. guerilla testing, Optimal Workshop, usability testing); Prototyping (Balsamiq; limited experience with Figma); Interaction Design; Information Architecture; Design Thinking.
  - **Content Management & Analysis:** Drupal; WordPress; Google Analytics; Google Cloud; Quercus/Canvas; Zoom; Microsoft Teams.
  - **Media:** Adobe Photoshop; Illustrator; InDesign; Acrobat; Microsoft Suite; Final Cut Pro.
  - **Coding:** HTML and CSS (experienced); JavaScript and PHP (intermediate).
- Languages**
- **English** (native); **Cantonese** (native speaker).
- Professional Development & Workshops**
- **Seneca College:** *Visual Information and Document Design*.
  - **University of Toronto:** *Master Your Image File Formats; Poster Presentations: How to Prepare, Design, and Present; Digital Marketing for GLAMs: Social Media and Beyond; Planning and Hosting Inclusive Accessible Events; Professional Communications*.