

# JOSHUA SHUM

Systems & Data Analyst • Information & UX Specialist • Product Designer • Project Manager

✉ joshua.ly.shum@gmail.com | ☎ +1 (647)-981-1026 | 💻 joshua-shum | 🏠 joshuashum.ca

## ABOUT ME

Information systems and data management specialist with six years of experience at the University of Toronto. Strong technical background in supporting 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. Able to adapt quickly to new management systems like StarRez, with hands-on system administration and configuration experience to comparable systems such as UniHub (Folio), Orbis Outcome (CLNx), Symplicity CSM, and Canvas LMS (Quercus).

## TECHNICAL AND INFORMATION SKILLS

<b>Data, Visualization, &amp; Analysis</b>	SQL • Power BI • Tableau • Excel • Python • Power Automate
<b>CRM &amp; Enterprise Systems</b>	UniHub (Folio) • Orbis Outcome (CLNx) • Symplicity (CSM) • Canvas LMS (Quercus)
<b>Document / Report Design</b>	Microsoft Office (Word / PowerPoint / Visio) • Adobe Acrobat
<b>Web / Media / Design</b>	HTML / CSS • Photoshop • WCAG & AODA Standards

## EDUCATION

<b>Master of Information</b> , University of Toronto	<b>Toronto, ON (2020)</b>
• Concentration: Library & Information Science (LIS); secondary focus in User Experience Design (UXD)	
<b>Bachelor of Arts with Honours, Interdisciplinary Social Science</b> , York University	<b>North York, ON (2018)</b>
• Concentration: Equity & Social Policy	

## PROFESSIONAL EXPERIENCE

<b>Systems &amp; Data Management Officer</b>	<b>Nov. 2025 – Current</b>
Housing Services, Division of Student Life, University of Toronto	Toronto, ON
<ul style="list-style-type: none"><li>• <b>Provisioned and managed account access, roles, and permissions</b> 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.</li><li>• Advised and supported units with maintaining <b>compliance with FIPPA, data governance, information security, and confidentiality policies</b>.</li><li>• <b>Investigate and resolve system incidents including login errors, access issues, and unexpected functionality</b> (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, <b>escalate bugs to vendors and IT</b> as required, and <b>communicate system updates with tri-campus stakeholders</b>.</li><li>• <b>Developed and delivered end-user training, documentation, system demos, training materials, and troubleshooting guides</b> to support version upgrades, responding to system incidents, and responding to user issues / bugs toward reducing recurring user issues and improve incident resolution efficiency.</li></ul>	
<b>Web Designer (Casual)</b>	<b>May 2022 – Current</b>
Communications, Office of the Dean & Vice-Provost, School of Graduate Studies (SGS), University of Toronto	Toronto, ON
<ul style="list-style-type: none"><li>• 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 uninterrupted access to all sites.</li><li>• Collaborate with subject matter experts to maintain system functionality and user experience across eight WordPress sites.</li></ul>	
<b>Systems &amp; Data Management Officer</b>	<b>Feb. 2024 – Oct. 2025</b>
Student Success, Division of Student Life, University of Toronto	Toronto, ON
<ul style="list-style-type: none"><li>• <b>Provisioned and managed account access, roles, and permissions for 1,000+ staff, faculty, and administrators</b> 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.</li></ul>	

- Supported the transition from CLNx to Folio by **conducting needs assessment focus groups** for 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 search functions) 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.
- Received a True Blue Award for "careful, determined troubleshooting and immaculate data

## 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 user administration of work-integrated learning preparation courses on Quercus (Canvas LMS).
- Streamlined data collection and reporting processes using Power Automate and Excel; established and maintained a database to track student engagement metrics; developed dashboards in Power BI to fulfill data requests and track KPIs.
- Led a UX redesign project of the career resources hub actively used by 5500+ students, improving usability and engagement based on user research and increasing student engagement and satisfaction.
- Advised and trained staff in resolving technical issues across student systems and software, 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.

## Instructional Support Coordinator Sep. 2020 – 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 data management processes, and generated reports using Symplicity (CSM), and Excel to support outreach, communication, and reporting activities.
- Designed and maintained a relational database in MariaDB and used SQL queries to generate reports on staff coverage and operational needs.
- Supported 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.
- Delivered training demos for faculty and staff on educational technologies used at the University.
- Provided technical support and training for educational technologies for remote courses during the COVID-19 pandemic, ensuring a positive online learning experience.

## SELECT CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

<b>Web Design for Everybody Specialization (5 Courses)</b> , University of Michigan (Credential #: GBLUMYDKTP6I)	Jan. 2026
<b>Web Design for Everybody Capstone</b> (Credential #: 7GRUI3B9OWQY)	Jan. 2026
<b>Advanced Styling with Responsive Design</b> , University of Michigan (Credential #: V6VLTEBWAYB)	Jan. 2026
<b>Interactivity with JavaScript</b> , University of Michigan (Credential #: LLJKABZIJHSO)	Nov. 2025
<b>Introduction to CSS3</b> , University of Michigan (Credential #: ENKFNT4C8I62)	Nov. 2025
<b>Introduction to HTML5</b> , University of Michigan (Credential #: P921S4HTKJ8U)	Oct. 2025
<b>Python for Everyone Specialization (5 Courses)</b> , University of Michigan (Credential #: CTJU72QKYD91)	Oct. 2025
<b>Retrieving, Processing, and Visualizing Data with Python</b> (Credential #: XID8X0A7DHAB)	Oct. 2025
<b>Using Databases with Python</b> (Credential #: CTJU72QKYD91)	Oct. 2025

<b>Using Python to Access Web Data</b> (Credential #: M035MRBSBUD)	Oct. 2025
<b>Python Data Structures</b> (Credential #: 3ES6J2B40AK1)	Sep. 2025
<b>Getting Started with Python</b> (Credential #: 9VBPQVTT5OHF)	Sep. 2025
<b>SQL for Data Analysis</b> , LinkedIn Learning	Sep. 2025
<b>Power BI: Data Modeling with DAX</b> , LinkedIn Learning	Aug. 2025
<b>Data Visualization: Storytelling</b> , IIBA on LinkedIn Learning	Aug. 2025
<b>Data Visualization for Data Analysis and Analytics (2024)</b> , IIBA on LinkedIn Learning	Aug. 2025
<b>Excel and ChatGPT: Data Analysis Power Tips</b> , LinkedIn Learning	Aug. 2025
<b>Using AI for Data-Driven Insights</b> , NASBA on LinkedIn Learning	Aug. 2025
<b>Foundations of Data Architecture &amp; Governance</b> , School of Continuing Studies, University of Toronto	Apr. 2024
<b>Data Strategy</b> , Project Management Institute on LinkedIn Learning	Oct. 2023
<b>Power BI: Dashboards</b> , LinkedIn Learning	Oct. 2023
<b>Power BI: Essential Training</b> , NASBA on LinkedIn Learning	Oct. 2023
<b>Universal Design for Learning (UDL) Associate Credential - Level 1</b> , CAST (Credential #: 16123-1678806541)	Mar. 2023
<b>Business Metrics for Data-Driven Companies</b> , Duke University	Mar. 2022
<b>Data Warehousing and Business Intelligence</b> , University of California, Irvine	Mar. 2022
<b>The Nature of Data and Relational Database Design</b> , University of California, Irvine	Mar. 2022
<b>Introduction to Structured Query Language (SQL)</b> , University of Michigan (Credential #: BLGTN4U59VKW)	Feb. 2022