

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. Proficient in system administration and configuration experience of information management systems like StarRez, UniHub (Folio), Orbis Outcome (CLNx), Symplicity CSM, and Canvas LMS (Quercus).

TECHNICAL AND INFORMATION SKILLS

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

EDUCATION

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

PROFESSIONAL EXPERIENCE

Systems & Data Management Officer Housing Services, Division of Student Life, University of Toronto	Nov. 2025 – Current Toronto, ON, Canada
• 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, 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) Communications, Office of the Dean & Vice-Provost, School of Graduate Studies (SGS), University of Toronto	May 2022 – Current Toronto, ON, Canada
• Developed and executed a one-month website redesign and relaunch project for the main SGS website and four subsites (WordPress) 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 undisturbed access to all sites. • Collaborate with subject matter experts to maintain system functionality and user experience across eight websites.	
Systems & Data Management Officer Student Success, Division of Student Life, University of Toronto	Feb. 2024 – Oct. 2025 Toronto, ON, Canada
• 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 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, Canada

- 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, Canada

- 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 and provided technical support for faculty and staff on educational technologies used at the University.

SELECT HONOURS & AWARDS

StarRez Academy Award Winner

2026

StarRez Global Connect 2026

Atlanta, GA, USA

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

SELECT CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

Web Design for Everybody Specialization (5 Courses), University of Michigan (Credential #: GBLUMYDKTP6I) Jan. 2026

Web Design for Everybody Capstone (Credential #: 7GRUI3B9OWQY)

Jan. 2026

Advanced Styling with Responsive Design , University of Michigan (Credential #: V6VLTEDBWAYB)	Jan. 2026
Interactivity with JavaScript , University of Michigan (Credential #: LLJKABZIJHSO)	Nov. 2025
Introduction to CSS3 , University of Michigan (Credential #: ENKFNT4C8I62)	Nov. 2025
Introduction to HTML5 , University of Michigan (Credential #: P921S4HTKJ8U)	Oct. 2025
Python for Everyone Specialization (5 Courses) , University of Michigan (Credential #: CTJU72QKYD91)	Oct. 2025
Retrieving, Processing, and Visualizing Data with Python (Credential #: XID8X0A7DHAB)	Oct. 2025
Using Databases with Python (Credential #: CTJU72QKYD91)	Oct. 2025
Using Python to Access Web Data (Credential #: M035MRBSBUD)	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 Modeling with DAX , LinkedIn Learning	Aug. 2025
Data Visualization: Storytelling , IIBA on LinkedIn Learning	Aug. 2025
Data Visualization for Data Analysis and Analytics (2024) , IIBA on LinkedIn Learning	Aug. 2025
Excel and ChatGPT: Data Analysis Power Tips , LinkedIn Learning	Aug. 2025
Using AI for Data-Driven Insights , NASBA on LinkedIn Learning	Aug. 2025
Foundations of Data Architecture & Governance , School of Continuing Studies, University of Toronto	Apr. 2024
Data Strategy , Project Management Institute on LinkedIn Learning	Oct. 2023
Power BI: Dashboards , LinkedIn Learning	Oct. 2023
Power BI: Essential Training , NASBA on LinkedIn Learning	Oct. 2023
Universal Design for Learning (UDL) Associate Credential - Level 1 , CAST (Credential #: 16123-1678806541)	Mar. 2023
Business Metrics for Data-Driven Companies , Duke University	Mar. 2022
Data Warehousing and Business Intelligence , University of California, Irvine	Mar. 2022
The Nature of Data and Relational Database Design , University of California, Irvine	Mar. 2022
Introduction to Structured Query Language (SQL) , University of Michigan (Credential #: BLGTN4U59VKW)	Feb. 2022