

PROFESSIONAL SUMMARY

I am a **multilingual Full-Stack Developer** with a background in education, translation, and marketing. I switched careers because I have always been curious about how digital tools work and I want to develop skills that complement AI rather than be replaced by it. That interest became a passion when I started coding. I completed a **one-year full-stack traineeship** while working full-time. During that time, I built two complete web applications: a **world map** that shows live country data, weather, and news using APIs like OpenWeather and REST Countries, and a **company directory** with real-time CRUD features, smart filtering, and dependency checks using PHP and MySQL. I also created a **bilingual portfolio** site with a floating chatbot, a Fuse.js-powered FAQ search, and real-time form validation.

My previous roles taught me how to stay calm under pressure, explain clearly, and work with people from diverse backgrounds. These strengths help me **write clean code, design user-friendly features, and approach challenges with a clear mindset**. Full-Stack Development is where I see myself long-term. I also remain open to IT support, QA, SEO, data roles, and internship opportunities as they offer valuable practical experience with systems, data, and a wide range of user needs, including usability, accessibility, and overall user satisfaction. I take ownership of my learning and always give my best. If given a chance, I will make it count.

CORE SKILLS

**Programming & Web Development:** HTML5, CSS3, JavaScript (ES6+), Bootstrap, jQuery, PHP, Python (Basic), Java (Basic), C# (Basic), Node.js, React, Express.js, SQL, MySQL  
**Tools & Version Control:** Git, GitHub, VS Code, Command Line, AJAX, RESTful APIs, JSON, Leaflet.js, Fuse.js  
**UI/UX & Web Features:** Responsive Design, DOM manipulation, CRUD Operations, Modal Interfaces, Accessibility Features  
**Languages:** Mandarin (Native), Taiwanese (Native), English (Proficient), Japanese (Intermediate), Vietnamese (Basic)  
**Soft Skills:** Multilingual Communication, Translation & Cross-Cultural Mediation, Agile Collaboration (Remote & On-Site), Strong Time Management, Agile Learning, Adaptability, Marketing Strategy, Instructional Design, Microsoft Office, Full UK Driving License with Access to Vehicle  
**Certifications:** Full-Stack Engineer, C#, PHP, Java, Python 3, Bootstrap, jQuery – Codecademy (2025); Level 2 Understanding Coding – NCFE (2024); Paediatric First Aid (2024)

CODING TRAINEESHIP

JUN 2024 - JUN 2025  
**Full-Stack Developer, IT Career Switch Ltd, Remote**

During the traineeship, I had to demonstrate a very competent level of the following programming languages and technical skills:

- HTML5, CSS3, JavaScript (ES6+), React, jQuery, Bootstrap
- PHP, SQL, MySQL, Node.js, C#, Python, Java, JSON
- Git, GitHub, Command Line, Remote API Access
- AJAX, RESTful APIs, JSON (data format & parsing)

Additional Technologies:

- Leaflet.js, AJAX, Express.js

Development Experience:

Below are the two briefs of development projects I completed with IT Career Switch, which can be found in my bio: <https://lenitahsiao.co.uk/>

PROJECTS

**Gazetteer**

Interactive World Map

- Developed an interactive, map-based web app using HTML, CSS, Bootstrap, and JavaScript (jQuery).
- Displayed geographic and demographic data from third-party APIs (GeoNames, OpenWeather, etc.) via PHP modules returning JSON. Features include real-time country info, weather, news, and dynamic marker clusters.

**Company Directory**

Internal Admin Dashboard with Real-Time CRUD and Dependency Checks

- Created a complete personnel directory application using Bootstrap, jQuery, PHP, and MySQL.
- Delivered the full project cycle from formal proposal through development to test-script validation. Features include full CRUD functionality, filtering, dependency checks, and formal sign-off after successful testing.

EMPLOYMENT HISTORY

JUL 2024 - PRESENT

**Translator & Marketing Officer, United Kingdom Education Centre, Leicester**

- Translated academic, legal, visa, and professional documents, emails, and marketing materials between Mandarin and English, ensuring clarity, accuracy, and cultural appropriateness to effectively convey intended messages.
- Supported international students by facilitating communication between UKEC staff and non-English-speaking clients, handling enquiries, and liaising with the admissions team via phone and email to ensure accurate information exchange and smooth service delivery.
- Planned and executed marketing campaigns targeting international students, managing social media content, organising events, and analysing performance data to enhance engagement, brand visibility, and outreach effectiveness.
- Reduced translation lead time by 40% through process improvements.
- Generated 100+ qualified leads within 2 weeks through targeted outreach.

JUL 2023 - AUG 2024

**Nursery Assistant, Children 1<sup>st</sup>, Shepshed**

- Supported early years and special educational needs pupils by assisting with routines, delivering adaptive activities, fostering social-emotional development through group play, collaborating with staff and parents, and documenting progress to inform personalised learning plans and ensure consistent, high-quality care.
- Achieved a perfect score of 10/10 in reliability and punctuality reviews.

FEB 2023 - JUL 2023

**Teaching Assistant, TeacherActive, Leicester**

- Supported students with special educational needs and early years learners through tailored one-to-one and small group support, adapted lesson materials, and behaviour management, fostering confidence, inclusion, and positive learning outcomes in a collaborative classroom environment.

JAN 2022 - APR 2022

**English Language Teacher Trainee, Nottingham Trent University, Nottingham**

- Designed and delivered engaging lessons for non-native English speakers, applying language acquisition theories and developing strategies to improve speaking, listening, reading, and writing skills across diverse cultural and linguistic backgrounds.

JUN 2019 - SEP 2020

**Teacher, Bang Bang Tang Children's English School, Taichung**

- Taught English, Mandarin, Mathematics, and Science using interactive, age-appropriate methods; designed differentiated lesson plans, assessed progress, adapted strategies, and used games, storytelling, and role-play to support diverse learners, while maintaining strong communication with parents and colleagues.
- Commended for teaching excellence.

APR 2016 - DEC 2018

**Mandarin Tutor, Self-Employed, Taichung**

- Designed tailored Mandarin lessons to develop fluency in listening, speaking, reading, and writing; introduced Taiwanese culture to enrich learning, supported individual goals from conversation to professional use, and built learner confidence through customised methods.
- Guided two Vietnamese beginners to conversational fluency.

EMPLOYMENT HISTORY CONTINUED

JAN 2016 - JAN 2020

Senior Barista, Bing Zhuan Tea Shop, Taichung

- Supervised and trained junior staff while managing service operations, preparing speciality beverages and desserts, delivering attentive customer service, and developing strong communication, time management, and teamwork skills in a fast-paced environment.
- Promoted to Senior Barista in the second year after helping the branch achieve the highest sales performance across all locations.

JUL 2015 - JAN 2016

Waitress, The Splendour Hotel, Taichung

- Provided culturally sensitive, high-end service to international guests in English, Mandarin, Taiwanese, and Japanese; managed seating, orders, and service, coordinated with kitchen and bar staff, and maintained a professional atmosphere while building strong multitasking, prioritisation, and problem-solving skills in a fast-paced setting.

EDUCATION

SEP 2021 - OCT 2022

Master of Arts in Teaching English to Speakers of Other Languages, Nottingham Trent University, UK

- Received a Commendation for academic excellence upon completing practical teacher training, which included microteaching and English as a Second Language teaching components.

SEP 2020 - JUN 2021

Pre-Master's Programme in Business, Law and Social Sciences, Nottingham Trent International College, UK

AUG 2014 - JUN 2019

Associate of Arts in Japanese Studies, National Taichung University of Science and Technology, Taiwan

- Received a Commendation for academic excellence upon completing a multidisciplinary Japanese Studies programme, which included advanced language training, Japanese business modules, and cross-cultural communication.
- Actively engaged as a tutor, translator, and cultural event organiser for 5 years.

CAMPUS–COMMUNITY COMMITMENT

2014 - 2019

English Exchange Programme Participant, NTUST, Taichung

Mandarin Tutor & Living Support Advisor, NTUST, Taichung

Assistant, Innovation & Business Expo, NTUST, Taichung

Translator, Support for Japanese Adolescents, NTUST, Taichung

Language Exhibition Teaching Assistant, NTUST, Taichung

Script Translator & Drama Crew (EN ⇄ JP ⇄ CH), NTUST, Taichung

Organiser, Annual Sports Day, NTUST, Taichung

Graduation Events Crew Member, NTUST, Taichung

Translator, Dong Shin Community, Taichung

Beach Cleanup Volunteer, Taichung

Cultural Affairs Officer, NTUST, Taichung

Writing Competition, Applied Mandarin Literature, NTUST, Taichung

School Anthem Competition (3rd Place), NTUST, Taichung