

Jin-Joo McCain

(512) 709-9577 | jinjoomccain.com | Austin, TX | jin-joo.mccain@ttu.edu

EDUCATION

Texas Tech University, Rawls College of Business

*Bachelor of Business Administration, Information Technology
Concentrations in Cybersecurity and Application Development*

- Award: Dean's List Academic Honor: Fall 2019 – Fall 2020

Lubbock, Texas

May 2021

Cumulative GPA: 3.33/4.00

PROFESSIONAL EXPERIENCE

Olive Garden Restaurant

Server

- Deliver a friendly dining experience by taking drink and food orders & serving food items for 60+ customers / day and properly handling payments of \$1,200 in a fast-paced environment.
- Frequently assisted 20+ colleagues during rush hours to promote teamwork while providing exceptional service and guest experience.
- Work with 3 FTEs from management to cross & upsell food & drink items converting ~50% of dine-in customers.

Lubbock, Texas

September 2019 – Present

Kapsch TrafficCom North America

UI/UX Software Engineer Intern

- Led the web UI & UX development using HTML, CSS & Javascript of a ticket management internal tool for 500 FTEs by using Visual Studio Code; estimated to streamline ~700 tickets / year.
- Experimented with industry tools such as GitLab, Linux, Docker, Jira, and GitLab CI while implementing test cases for a web based angular application using Karma.
- Created a functioning Flickr image grabber by using the Flickr API.

Austin, Texas

June 2019 – August 2019

City of Austin Aquatics

Pool Manager, Lifeguard, and Swim Coach

- Supervised an 8-person staff of lifeguards and ensured all lifeguards are trained in basic duties.
- Tracked pool attendance of 300+ and balanced cash drawer of \$800 while organizing money for deposit in the city office.
- Maintained proper operating conditions of equipment, handled first aid problems, and coordinated staff rotations.

Austin, Texas

June 2014 – August 2019

PRODUCT DESIGN EXPERIENCE

Blackboard Interface Redesign

Design Lead

- Designed a new theme to incorporate into the educational platforms landing page.
- Created streamlined access to students' needs based off of survey research.

Lubbock, Texas

January 2021

EXTRACURRICULAR ACTIVITIES

Feminist Majority Leadership Alliance

Treasurer

- Advocate gender equality to 38,000+ students on campus and raising awareness on numerous current social topics through weekly discussions (16 weeks / semester) and 2 events gathering 60+ students.
- Collaborated with 8 other students to launch 3 marketing campaigns (digital, flyers, TV) for the 2 flagship events.

Lubbock, Texas

August 2018 – Present

Women's Club Volleyball Team

Team Member

- Compete and challenge other women in a highly competitive athletic environment to compete against other teams across 4 events.
- Foster the growth & development of 20+ other team members by hosting 15+ team collaboration events.

Lubbock, Texas

August 2018 – Present

Tech Consulting Group

Member

- Own the CEO relationship of a 100+ employee local paving company to increase traffic to website & social media accounts.
- Launched a Video Google Ads campaign to drive traffic to the website; estimated to generate 4-7 clients from the campaign.
- Revamped the social media accounts by including 20+ high quality images & increasing SEO by highlighting keywords.

Lubbock, Texas

January 2018 – Present

Alpha Phi Omega

Active Member

- Arrange and organize 16+ collaborative service events with nonprofit organizations in the local community.
- Attend 2+ leadership conferences and LEADS training workshops to further advance knowledge of guidance and management.

Lubbock, Texas

August 2017 – Present

TECHNICAL SKILLS & INTERESTS

Technical Skills: Figma, Sketch, Python, SQL, HTML, CSS, Javascript

Interests: Reading (fiction, biography), volleyball, hiking, new food, traveling, swimming