

Hayden Lin

IT Support · Operations · Digital Solutions

Melbourne, VIC · Australian Permanent Resident
contact@haydenlin.com.au
Portfolio · Projects · GitHub
LinkedIn

PROFESSIONAL PROFILE

Practical IT support, operations and digital solutions professional with experience supporting small businesses, users and customer-facing systems. Background includes Microsoft 365, technical troubleshooting, inventory and warehouse operations, administration, WordPress, SEO, analytics and digital marketing. Recently designing and shipping AI-assisted workflow applications that address practical, real-world needs across productivity, inventory management and operational efficiency. Passionate about using technology and AI to solve business problems and deliver clear, user-focused digital solutions.

CORE CAPABILITIES

IT Support: Microsoft 365, Windows/macOS, hardware, email, networking
Web & Digital: WordPress, HTML, CSS, JavaScript, PHP, WooCommerce, Shopify
Delivery: Git/GitHub, Vercel, DNS, hosting, migrations, testing

Operations: Administration, inventory, receiving, dispatch, purchasing
Marketing: Google Analytics, Search Console, Google Ads, SEO, Tag Manager
AI & Automation: ChatGPT, Codex, AI-assisted development, prompt design, workflow prototyping

PROFESSIONAL EXPERIENCE

Technical Support & Digital Operations Consultant

Jun 2024 — Present

HL Tech Solutions · Self-employed · Melbourne

- Support Windows devices, Microsoft 365 administration, email configuration, DNS, domain management, websites, hardware troubleshooting and cloud services for small-business clients.
- Complete website updates, migrations, hosting changes, maintenance and troubleshooting across client digital platforms.
- Coordinate client requests, explain technical issues clearly and deliver remote or onsite support.
- Design and test AI-assisted workflow applications based on real operational needs.

Web Developer & Marketing Coordinator

Apr 2023 — May 2024

Aorta Australia · Melbourne

- Managed WordPress websites, landing pages, content updates and ongoing optimisation.
- Supported SEO, Google Ads, analytics, Search Console and social media activities.
- Provided website and digital-system support to staff and coordinated external suppliers.

Web Developer

Jul 2022 — Apr 2023

ROI Growth Agency · Melbourne

- Built and maintained client WordPress websites and supported HTML, CSS, JavaScript and PHP updates.
- Completed testing, performance improvements, technical SEO work and client training.
- Collaborated with designers, developers and clients to deliver work on schedule.

Dental Laboratory Technician

Feb 2022 — Jul 2022

Aorta Australia · Melbourne

- Supported precise digital production workflows, quality control, documentation and equipment troubleshooting.

PROFESSIONAL EXPERIENCE CONTINUED

IT Specialist / Operations Support

Apr 2017 — Feb 2022

Honour International Trading Pty Ltd (HIT Dental & Medical Supplies) · Melbourne

- Coordinated warehouse and business operations including inventory control, receiving, dispatch, purchasing and supplier management, while supporting Microsoft 365, workplace devices and day-to-day technical systems.
- Handled customer accounts, enquiries, orders, invoicing, payments and accurate business records.
- Maintained e-commerce content, product listings, online orders and digital campaigns.
- Resolved operational, technical and customer-service issues in a fast-paced small business.

Android Developer

Jan 2016 — Dec 2016

PixelForce Systems · Adelaide

- Assisted with Android application development, testing, troubleshooting and maintenance.
- Worked with project stakeholders and developers to deliver features and usability improvements.

SELECTED PRODUCT WORK

LifeHub

Modular AI-assisted productivity platform connecting seven independently deployed workflow applications while preserving separate data and access controls.

CoCare

Family coordination platform featuring calendar management, structured schedule-change requests, role-based access and auditable history.

RemindFlow

Life-administration platform for managing bills, subscriptions, appointments and follow-up reminders in one structured workflow.

HomeStock & ApplyTrackr

Inventory visibility and shopping management paired with job application, interview and follow-up tracking.

Development approach: These products were created through AI-assisted / vibe coding. My contribution centres on problem definition, workflow and interface decisions, data-safety requirements, testing, deployment and iteration. Full case studies and synthetic screenshots are available at www.haydenlin.com.au/projects.

EDUCATION

Master of Computing and Innovation

2013 — 2014

University of Adelaide

Professional Year Program — Information Technology

2015 — 2016

Navitas

ADDITIONAL INFORMATION

Australian Permanent Resident · Current Australian Driver Licence · Fluent in English, Mandarin and Cantonese · Available for full-time employment