BEVERLY ANN **GUPIT**

7 Garrett Dr, Whalers Gate, New Plymouth 4310

0223789091

lyann2903@gmail.com

A new Software Developer graduate with experience in developing websites and apps in Research and Development, and customer service and sales. With my ability to communicate effectively, I have gained a reputation for delivering professional customer service. I have strong technical ability and an innovative, creative design approach that focuses on user experience and functionality. Organised, with high attention to detail and fast, accurate data entry skills. I can perform tasks autonomously and work collaboratively within a team. I am looking for a challenging new role where I can apply my qualifications, experience and drive to succeed to support the growth of your business.

SKILLS

- **Direct Sales** - Skilled in Cold calling and lead generation
- **Administration Skills** - Proficient in the use of Microsoft Office including mail merging and Excel
- **Customer Service** - Excellent customer service and communication skills
- **Computers and Technology** - Skilled in use of database, booking systems and Google drive
- **Software Development** - Qualified in developing software experienced in app development
- **Facilitation Skills** - Experienced in facilitating research and development projects

EXPERIENCE

2020

WEB DEVELOPMENT, CHEM SUPPLIERS (VOLUNTEER)
- Currently designing a prototype e-commerce site for engineering companies
- Development of individual buy and sell pages
- Confidently using correct branding material
- Actively creating within the front-end of site

2019

CUSTOMER SALES REPRESENTATIVE, AIDA SALES
- Cold calling and lead generation through face to face selling door to door
- Processing sales
- Data Entry and daily reporting
- Worked to KPI's and Targets
- Customer relationships, direct marketing
- Overcoming objections and maintaining excellent communication
- Working to a 5 day roster, self-managed and sole charge responsibilities
- Operating Customer Database and use of technology and product codes

2017 - 2019

RESEARCH AND DEVELOPMENT - SCRUM MASTER, AUCKLAND UNIVERSITY OF TECHNOLOGY

- Scrum master for a research and development project run by the University creating a navigation app for public amenities
- Facilitating a team of 4 and managing progress of the project
- Software Development
- Responsible for holding coaching conversations with individuals regarding weekly learning, action plan and addressing barriers that could arise over the following weeks
- Provide solutions for any potential issues that could cause problems or a delay in the finished product
- At the end of this project my group had developed an iOS app that was adopted by The Web Company for continuation of development with their team

EDUCATION

2014 - 2019

BACHELOR IN COMMUNICATION AND INFORMATION SCIENCES, AUCKLAND UNIVERSITY OF TECHNOLOGY

- Major in Software Development at Auckland University of Technology
- Scrum Master for Research and Development Team
- Successfully Created Navigation App for Public amenities

2014

AUT CERTIFICATE IN FOUNDATION STUDIES, AUCKLAND UNIVERSITY OF TECHNOLOGY

- Achieved all credits required for Level 1, 2, 3

ACTIVITIES

I am extremely proud to be living in this beautiful region Taranaki and enjoy exploring the area. I come from a large family and enjoy many family activities regularly. I lead a fit and healthy lifestyle and am looking forward to incorporating this lifestyle into my new career path.

REFEREES

Sarah-Kate Thompson
Employment Consultant
APM Workcare
021 749 996
sarahkate.thompson@apmworkcare.co.nz

Jacqueline Whalley
Research and Development Supervisor
Associate Professor in Computer Science
Auckland University of Technology
jwhalley@aut.ac.nz