

Raine Roberts

3/206 River Road
Hamilton, 3214
(027) 4312768
raine.roberts06@gmail.com

PREVIOUS WORK EXPERIENCE:

Peer Tutor, Waikato Institute of Technology / Wintec — (2022)

As a Peer Tutor, I worked for the Waikato Institute of Technology to oversee a lab of my peers and juniors during a weekly study session.

My goal was to guide and tutor students that were struggling to comprehend the learning outcomes taught in the Diploma of Information Technology. It was a challenging experience that put my theoretical and practical knowledge of IT into practice, but it felt fulfilling to work through any issues and problems I encountered during this position.

Data Entry Operator / Technical Support, Opureora Marae Council — (2015-Present)

My role as a Technical Support person for the Opureora Marae Council is a voluntary position in which I provide technical support to the Marae Council members that stay on Matakana Island, Tauranga, through face to face and remote controlled troubleshooting.

This includes taking control of members' computers to fix problems with software, setting up IT equipment and meeting face to face to fix hardware issues with PC's, cell phones and printers.

Additionally, I do paid work as a Data Entry operator when the Marae Council needs project timelines created, presentations made or files and data uploaded for grant procurement purposes.

Customer Service Representative, Miter 10 Mega Tauranga — (2019 -2022)

My tenure as a Customer Service Representative at Miter 10 Mega Tauranga was a challenging and rewarding role that honed my customer service and teamwork skills over the course of three years.

Working with disgruntled customers and discovering resolutions to their problems was a day to day occurrence in this position, but working alongside a team of incredible workmates and by absorbing as much knowledge as possible solving problems for hundreds of customers a week became a rewarding position.



PERSONAL DETAILS

Sex:	Male
Age:	25
D.O.B:	11/06/97
Ethnicity:	Maori

SKILLS

Experienced knowledge of Office 365 Applications, Adobe Suite Applications and Google Suite Applications.

Operating System, software and hardware troubleshooting experience.

Accredited teamwork and interpersonal skills, with three years experience in customer service.

Basic knowledge of Python, SQL and HTML coding languages.

PREVIOUS WORK REFERENCES:

Lesley A. Gousmett, Program Coordinator, Wintec
Mobile: 027 659 3201
Email: Lesley.Gousmett@wintec.ac.nz

Julie T. Palmer, Treasurer, Opureora Marae Council.
Mobile: 0276516123
Email: jpmatakana@gmail.com

Matthew Stockdill, Manager, Miter 10 MEGA Tauranga.
Mobile: 0226954396

INFORMATION TECHNOLOGY EDUCATION:

Waikato Institute of Technology / Te Pukenga, Hamilton City Campus — *NZ Diploma in Information Technology for Technical Support (LvL. 5)(2022)*

Waikato Institute of Technology / Te Pukenga, Hamilton City Campus — *NZ Certificate in Information Technology (LvL. 5)(2022)*

Cisco Networking Academy, Cisco Academy — *Certificate of Cisco Certified Network Associate Lvl. 1 — (2022)*

Cisco Networking Academy, Cisco Academy — *Cisco Certificate of Linux Comprehension, Unhatched + Essentials — (2022)*

Cisco Networking Academy, Cisco Academy — *Cisco Certificate of IT Essentials — (2022)*

GRAPHIC DESIGN EDUCATION:

Toi-Ohomai / Te Pukenga, Windermere Campus — *NZ Bachelor of Creative Industries, Major in Digital Art, Minor in Graphic Design (LvL. 7)(2018)*

Te Wananga o Aotearoa, Tauranga — *NZ Certificate in Indigenous Arts (LvL. 4)(2019)*

BASIC EDUCATION:

Otumoetai College, Tauranga — *National Certificate of Educational Achievement (LvL. 1, 2 and 3)(2013-2015)*

Te Wananga o Aotearoa, Tauranga — *NZ Certificate in Tikanga / Team Building (LvL. 4)(2016)*

AWARDS / ACHIEVEMENTS

Fuji Visual Arts Scholarship
for Excellence in Arts

NZ Certificate of Completion
for Privacy 101

Class 1R Drivers License

Wintec Academic
Achievement Commendation
2022

LANGUAGES

Te Reo Māori, English

To Whom It May Concern

Reference for Raine Roberts

Dear Sir/Madam

I have known Raine, in my capacity as a tutor/Programme Co-Ordinator, since February 2022. Raine is currently a second semester of study student. Raine started studying on the NZ Certificate in Information Technology (Level 5) in February 2022. Raine then advanced to the NZ Diploma in Information Technology for Technical Support (Level 5) in July 2022, which he will complete the qualification for, on the 18th November 2022. Raine has also completed the first 12 months of the Bachelor of Applied IT qualification which he will continue to study.

Raine's positive attitude to learning and his discipline to apply himself to self-directed study has been a major contributing factor to Raine's success this year. Although not all of his end of year results have been entered, as at the time of writing this reference, Raine is on track to attain nothing less than an A for the modules he has studied this year. He has attained an A++ for Database Principles.

I engaged Raine as a Peer Tutor to help our first semester of study students in July of this year. Every Friday morning, our Centre has a Study Group programme, known as Hōea te Waka, which Raine assists with, along with one other Peer Tutor. Raine is very popular with the students and he is great at explaining concepts in a way that the students can comprehend. Raine's willingness to help students in a way students can relate to, has played a major part in the success of the students he has helped during the Friday morning sessions.

I have found Raine to be very trustworthy, reliable and considerate. On the few occasions when I have not been able to attend Study Group, due to my own commitments, I knew that the students would be well assisted and looked after in Raine's capable hands.

I have absolutely no hesitation whatsoever in recommending Raine to any prospective employer and I wish Raine every success in his endeavours to find suitable employment over the summer break. Please do not hesitate to contact me, either by email or phone, should you wish to seek any further information.

Yours sincerely



Lesley Gousmett
PROGRAMME COORDINATOR
Centre for Information Technology (CFIT)

Lesley A Gousmett

PASM/Programme Co-Ordinator
Centre for Information Technology
Wintec, Hamilton.

Phone: 07 8348800 Ext 8579
Mobile: 027 659 3201

28 July 2022

Raine Roberts
Student ID: 21528080
raine.roberts06@gmail.com

Dear Raine

You are a star!

Congratulations on your exceptional success last semester.

On behalf of your tutors and the Centre for Information Technology staff, I would like to express our pleasure in seeing your very positive academic results for Semester 1, 2022.

Your achievements were recognised at a recent academic meeting and we would like to acknowledge the commitment you put into your studies.

Keep up the great work.



Sam Cunnane (he/him)
Group Director – Business, Enterprise, Information Technology & Media Arts
Wintec- TePukenga

IT Essentials

The student has successfully achieved student level credential for completing IT Essentials course administered by the undersigned instructor. The student was able to proficiently:

- Select and install the appropriate computer components to build, repair, or upgrade personal computers.
- Demonstrate safe lab procedures.
- Appropriate use of tools to perform preventive maintenance and troubleshooting on personal computers.
- Perform installation, repair, maintenance, and troubleshooting of Windows operating systems.
- Explain the operation of local area networks and configure devices to connect to LANs and the Internet.
- Configure devices to connect to the Internet and Cloud services.
- Explain how to configure, repair, upgrade, maintain, and troubleshoot laptops and mobile devices.
- Explain how to configure, secure and troubleshoot mobile, OS X, and Linux operating systems.
- Install and share a printer to meet requirements.
- Implement basic host, data, and network security.
- Explain the roles and responsibilities of the IT professional.

Raine Roberts

Student

Waikato Institute of Technology

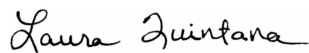
Academy Name

New Zealand

Location

21 Jun 2022

Date



Laura Quintana
VP & General Manager, Cisco Networking Academy



Dear Raine Roberts,

Congratulations on completing the NDG Linux Unhatched course in the Cisco Networking Academy. This letter documents you have successfully completed the NDG Linux Unhatched course, which provides an introduction to the Linux command line. Linux is everywhere! As the reach of Linux continues to grow, knowledge of Linux is a core skill for all IT professionals. By completing this course, you have gained a better understanding of Linux.

If you decide to pursue additional knowledge of Linux consider:

NDG LINUX ESSENTIALS

This course is the perfect next step for beginners looking to expand their skills and knowledge of Linux. This full-semester course can be delivered as instructor-led training or as a self-paced learning experience. The NDG Linux Essentials course is designed to prepare you for the Linux Professional Institute Linux Essentials Professional Development Certificate.

Again, congratulations and we wish you continued success!

*Sincerely,
The NDG Team*

NDG LINUX SERIES

This certification level series offers beginners more rigorous in-depth coverage. The NDG Introduction to Linux I and NDG Introduction to Linux II courses focus on the basic Linux system administration skills needed in preparation for the Linux Professional Institute LPIC-1 certification.

Date 18 Oct 2022



Certificate of Completion

This certifies that

Raine Roberts

completed **Privacy101** - the Office of the Privacy Commissioner's online eLearning module on March 26, 2022