Jacob Floyd

jacobfl2013@gmail.com | 020 4131 1499 | North Dunedin, Dunedin

Key skills

Customer Service

Verbal and written skills

IT and Computer Skills

Conflict Resolution

Adaptability

Education

NCEA Level 3
With Excellence
Western Springs College
2022

New Frontiers Scholarship
University of Otago
2023

Bachelor of Science
University of Otago
2023

Summary

I am a hardworking, versatile person with a confident and positive nature. With good communication and interpersonal skills, I enjoy working with others, and being part of a team. As a worker I have a good work ethic, am reliable, readily accept responsibility, and welcome new opportunities. I believe my dedication and commitment to others are key attributes I have to offer an employer. You can find my portfolio website at jacobfloyd.dev. I've also attached an academic record below, if you need an official one from MyEquals please let me know.

Skills and Attributes

Customer Service

- An experienced and competent Customer Services Representative, used to answering customer enquiries and resolving them effectively
- Well versed in managing customer complaints efficiently and if needed referring on to Senior staff
- Proven track record of managing crisis situations calmly and effectively

Networking

- Very good networking skills, with an ability to build and maintain relationships within the workplace and with external stakeholders
- Ability to work effectively with a diverse clientele and function as a member of a multicultural team
- Was a class representative for COSC201 at Otago University, managing student concerns where attention was required, and helping answer enquiries about the paper

Work Experience

Web Development Internship
Auckland Bioengineering Institute 2023 - 2024

Duties include:
- Using front end technologies such as React, Javascript, CSS and Google Cloud to develop
- Using problem solving skills to develop solutions
- Collaborating with others, taking onboard feedback to improve the website.

Checkout Supervisor
Countdown Dunedin Central 2023 - present
Countdown, Pt Chevalier 2019 - 2023

Duties include:
- Serving customers with an engaging and friendly manner
- Resolving customer complaints efficiently
- Managing both concerns of team members and customers

References

Debe McGarva	Dr Alex Risos	Abbie Blair
Duty Manager	CEO/Founder of Risos Enterprises	Customer Service Manager
Countdown Dunedin Central	Auckland Bioengineering Institute	Countdown Dunedin Central
0272272412	0223700219	0278596081
swampie@xtra.co.nz	a.risos@risossenterprises.com	

Academic Record

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Name	Floyd
	Jacob Paull
ID number	6500010
NSN	136007490
Date of birth	5 August 2004
Entrance qualification	UE (NCEA Level 3) 2022
High school qualification	NCEA Level 3 2022
Citizenship status	New Zealand Citizen
Matriculation	2023 Otago

Qualification(s) in progress   Bachelor of Applied Science - major subject(s): Data Science, Psychology (2023)

Bachelor of Science - major subject(s): Computer Science (2025)

Scholarships and prizes   Awarded University of Otago New Frontiers Entrance Scholarship (Sustained Excellence) (2023)

2023   Bachelor of Applied Science

Full-time Enrolment dates: 24 February 2023 - 11 November 2023

Period	Location	Paper code	Paper title	Points	%	Grade
S1	DN	COMP120	Practical Data Science	18	96	A+
S1	DN	COMP161	Computer Programming	18	99	A+
S1	DN	PSYC111	Brain and Behaviour	18	93	A+
S2	DN	COMP101	Foundations of Information Systems	18	85	A
S2	DN	COMP162	Foundations of Computer Science	18	91	A+
S2	DN	PSYC112	Human Thought and Behaviour	18	92	A+
S2	DN	STAT115	Introduction to Biostatistics	18	93	A+

2024   Bachelor of Science

Full-time Enrolment dates: 23 February 2024 - 9 November 2024

Period	Location	Paper code	Paper title	Points	%	Grade
S1	DN	COSC201	Algorithms and Data Structures	18	84	A-
S1	DN	COSC202	Software Development	18	83	A-
S1	DN	PSYC210	Principles of Psychological Research	18	91	A+
S1	DN	PSYC212	Social and Applied Psychology	18	79	B+
S2	DN	COSC203	Web, Databases, and Networks	18	93	A+
S2	DN	COSC204	Computer Systems	18	89	A
S2	DN	PSYC211	Brain and Cognition	18	73	B

2025   Bachelor of Science

Full-time Enrolment dates: 21 February 2025 - 8 November 2025
Finalist - Bachelor of Science

Period	Location	Paper code	Paper title	Points	%	Grade
S1	DN	ANTH103	Introduction to Anthropology	18	82	A-
S1	DN	BSNS111	Business and Society	18	83	A-
S1	DN	COSC326	Computational Problem Solving	18	100	A+
S1	DN	COSC344	Database Theory and Applications	18	88	A
S2	DN	COSC345	Software Engineering	18		
S2	DN	COSC349	Cloud Computing Architecture	18		

Grade Point Average

Based on a 9-point scale.

Cumulative	8.0
For 2023	8.9
For 2024	7.3
For 2025	7.8
At 100 level	8.4
At 200 level	7.3
At 300 level	8.5

Student points summary

All points are displayed with current points values.
Summary includes any credit approved for study elsewhere.

100 level points

Paper	Name	Points
ANTH103	Introduction to Anthropology	18
BSNS111	Business and Society	18
COMP101	Foundations of Information Systems	18
COMP120	Practical Data Science	18
COMP161	Computer Programming	18
COMP162	Foundations of Computer Science	18
PSYC111	Brain and Behaviour	18
PSYC112	Human Thought and Behaviour	18
STAT115	Introduction to Biostatistics	18

200 level points

Paper	Name	Points
COSC201	Algorithms and Data Structures	18
COSC202	Software Development	18
COSC203	Web, Databases, and Networks	18
COSC204	Computer Systems	18
PSYC210	Principles of Psychological Research	18
PSYC211	Brain and Cognition	18
PSYC212	Social and Applied Psychology	18

300 level points

Paper	Name	Points
COSC326	Computational Problem Solving	18
COSC344	Database Theory and Applications	18

Total points at 100 level:162
Total points at 200 level:126
Total points at 300 level:36
Total points at all levels:324

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