

James D. Cross

Portfolio www.jamesdcross.com
Mob 0210394984
Address 17A Malvern St, WoodHaugh, Dunedin
Email jamesdcross@gmail.com

Profile

I have been working for many years in the private and public sector. In 2014 I decided to fully pursue a career in software engineering. I have a passion for code, problem solving and learning new skills. My goal is to become a key member of a software development team in an organisation that creates their own software solutions and products.

Languages

Proficient C, C#, Java, HTML, CSS

Familiar JavaScript, JQuery, SQL, Python, Swift

Tools

Proficient Visual Studio, Visual Studio Code, Git, BootStrap, Unity, Photoshop, After Effects, SourceTree

Familiar Electron, Unreal Engine, Enthought Canopy, Maya, Mudbox

Operating Systems Windows 10/7/XP, MACOSX, Linux

Studied at Otago University
29/02/2016 – 17/02/2017

Graduate Diploma in Computer Science

Computer Game Design	A+
Software Engineering	A-
Algorithms and Data Structures	A-
Database Theory and Applications	A-
Programming and Problem Solving	A-
Computer Architecture and Operating Systems	B+
Data-communications, Networks, Internet	B+
Artificial Intelligence	C+

Employment 2015

Data Entry Analyst
Investment Management and Asset Performance
The New Zealand Treasury
02/11/15 – 20/11/2015

Responsibilities:

- Allocating data and database maintenance

Studied at Victoria University
05/01/2015 – 01/07/2015
Graduate Diploma in Computer Science

Employment 2014

New Business Administrator
Asteron Life Insurance
09/06/2014 – 21/12/2014

Responsibilities:

- Investigating deposit premium queries, processing payments, actioning direct debit requests
- Liaising with underwriters, medical facilities and finance to ensure quick and efficient flow of business
- Using intimate knowledge of Insurance products and procedures to prepare claims for completion
- Working with initiative and performing under pressure to achieve deadlines, and to assist all other team members to meet their deadlines
- Sorting and directing email via Indexing and MUM queues in Stellar

Employment 2013

Data Repair Specialist
Department of Internal Affairs
16/05/2013 – 27/01/2014

Responsibilities:

- Fixing errors designated by software to ensure customers are provided with products and services in the most efficient manner
- Processing a high number of records with a focus on speed, detail and accuracy
- Ensuring integrity of data and consistently meeting daily KPI targets

Processing Officer
Human Resources (Head Office)
Department of Conservation
04/02/13 – 27/02/2013

Responsibilities:

- Entering National Employee Survey data at speed with a focus on detail and accuracy

Employment 2012

Records Assistant
Documents, Records and Archives
Ministry of Foreign Affairs and Trade
10/03/12 – 21/12/2012

Responsibilities:

- Ensuring strict security protocols followed in regards to confidential materials
- Re-sourcing sensitive Government information for the process of digitisation
- Working closely with a partner to ensure timely and accurate execution of records management instruction

Studied at Yoobee Design School 2011
Certificate in Media Design

Employment 2008 - 2010

Payments Officer
Regulation and Governance
Ministry of Health
12/03/08 – 01/07/10

Responsibilities:

- Complex reconciliation of payments made to clients going back many years. Up to and in excess of six figures
- Consistently making payments to a fortnightly deadline to two hundred and sixteen facilities nationwide. Each facility containing one to two hundred clients
- Continually acquiring and applying detailed and up to date knowledge of the complex regulations of the Ministry of Health. Including payment structure, contracts and changes in client status.
- Independently Identifying and investigating errors in payment
- Taking on extra inquiries/projects from Rest Homes and Hospitals, Audit and Compliance and Providers in addition to regular fortnightly payments
- Directly held accountable for payments made to Rest Homes and Hospitals
- Co-ordinating externally with District Health Boards, Work and Income New Zealand and Facilities and internally with Residential Assessments, Agreements Administration and Contract Relationship Management to ensure correct payment to clients

Claims Officer
Accident Compensation Corporation
16/01/08 – 01/03/08

Responsibilities:

- Using multiple applications to assess requests for surgery from Lead Providers
- Evaluating eligibility and level of entitlements in accordance with legislation
- Preparing written correspondence and communicate to claimant and/or service providers as required
- Ensuring that all required items are filed accurately and/or noted in Pathway
- Processing a high number of records with a focus on speed, detail and accuracy

Employment 2007

Account Revision Officer

OPTUS

Account Revision Department

24/07/07 – 29/11/07

Responsibilities:

- Identifying, investigating, responding and monitoring issues and database queries from internal departments
- Responding to and resolving complex enquiries raised by clients
- Communicating with clients and departments to maintain integrity of account information
- Efficient processing of routine payment transactions

Activation Recovery Specialist

OPTUS

Consumer Connect

30/04/07 - 15/06/07

Responsibilities:

- Acquiring new knowledge and executing tasks outside of formal position regularly
- Ensuring that data integrity is maintained and that defined processes and controls are followed at all times
- Working in a team to maintain and prepare bills on a timely basis and ensure the integrity of the financial payment systems

ULL Migration Officer

OPTUS

Optus Direct Migration

27/11/06 – 30/03/07

Responsibilities:

- Providing customers with information relating to ULL Telephony and DSL products, services and pricing.
- Accurately recording data and customer feedback in the appropriate systems as required
- Transferring customer billing information from resale telephony accounts to ULL accounts, including package discounts and/or customer contract Information
- Meeting daily KPI's and processing targets
- Correct processing of customer requests
- Examining data for completeness and accuracy and resolving any discrepancies in the data
- Processing a high number of records with a focus on speed, detail and accuracy

Employment 2005 - 2006

Billing Officer

Origin Energy

Billing Department

05/06/06 – 30/08/06

Business Support Officer

Victorian Government

Department of Justice

22/05/06 – 02/06/06

Technical Support Officer
Victorian Government
Department of Education and Training
29/03/06 – 11/04/06

Purchasing Officer
Holmesglen Institute of Tafe
Purchasing Department
8/03/06 – 24/03/06

Business Support Officer
Queensland Government Main Roads
Planning Design and Environment Division
4/07/05 – 25/01/06

Logistics Assistant
Miller's Retail Head Office
29/03/05 – 24/06/05

Academic Achievements

University of Otago 2016 - 2017
DipGrad Computer Science

- Academic record available

Impact Training Dunedin 1998

- *Certificate in Retail*

Yoobee Design School 2011

- *Certificate in Media Design*

Music and Audio Institute of New Zealand 1999
Certificate in Contemporary Music

- Flying Nun songwriter's award

University of Otago 2000 - 2002
Bachelor of Music

- Academic record available

Logan Park High School Dunedin 1991-1996
Bursary

- Rock quest finalist

References

Asteron Life Insurance
Asteron Centre Level 13
Featherston Street
Wellington
Keith Bowman
Leader
New Business
Ph: 04 495 8775
Email: keith_bowman@asteronlife.co.nz

The Treasury
Level 5
1 The Terrace
Wellington
William Haynes-Morrow
Analyst
Investment Management and Asset Performance
Ph: 04 917 6260
Email: William.Haynes-Morrow@treasury.govt.nz

Ministry of Foreign Affairs and Trade
Optimation House Level 3
Grey St
Wellington
Patricia Goss
Senior Advisor
Documents, Records and Archives
Mob: 021 390788
Email: patricia.goss@mfat.govt.nz

OPTUS
Adelaide SA 5000
Jarrood van Haasteren
Team Leader
Mob: 0061 402798858