

# Melissa Wood

## Student

### My Contact

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### Technical Skills

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- Coding in JavaScript, HTML, and PHP
- Coding in Python, Java, and C#
- Organisation
- Time Management
- Problem Solving
- Tutoring /Mentoring

### Soft Skills

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- Critical Thinking
- Training and Mentoring
- Communication
- Multi-tasking
- Dependable and Responsible

### Education Background

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- Waikato Institute of Technology  
*Study and career preparation (level 4)*  
Completed in 2019
- Waikato Institute of Technology  
*Diploma in Information Technology  
Technical Support*  
Completed in 2023
- Waikato Institute of Technology  
*Bachelor of Information Technology*  
In Progress

### About Me

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Experienced Team Member bringing outstanding performance working with others to meet a common goal. Dedicated student who is quick at learning and determined to complete work to the highest standards. Eager to share knowledge and help those who may need it.

### Professional Experience

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#### Bunnings Hamilton South || Team Member 2020 – Present

Key responsibilities:

- Contributed to team success by completing jobs quickly and accurately.
- Pursued learning opportunities to advance knowledge.
- Operated machinery safely to reduce workplace accidents.
- Trained new team members by relaying information on company procedures and safety requirements.
- Maintained productive, efficient approach to all tasks.
- Learned all required tasks quickly to maximise performance.
- De-escalating conflict with customers and providing the best experience.

#### Burger King || Team Member 2019 – 2021

Key responsibilities:

- Greeted customers at Drive-Thru and took orders.
- Trained new employees by demonstrating tasks and coaching during daily activities

#### Te Rapa Mowers and Chainsaws || Volunteer 2018 – 2019

Key responsibilities:

- Performed troubleshooting, diagnosis and repair of power garden equipment.
- Offered exceptional customer service to all customers.
- Maintained work areas by cleaning for maximum productivity and safety.

### Achievements

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2019	Certificate for critical thinking.
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