

## Jakob Rhys Frederikson

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### Work Experience

#### INLAND REVENUE

Upper Hutt

##### Customer Service Officer (*Current*)

Feb 2024

- Provide individual and non-individual customers assistance with tax queries, use investigative skills, provide reasoning and solutions to move forward.
- Work with a variety of customer archetypes and cater each interaction appropriately.
- Learn and adapt to any changes that may occur to the NZ tax system.
- Knowing when to get assistance and when to use resources, or both.
- Work and communicate in a networked way across IR and use insights to create solutions for customers.

#### MCDONALDS SILVERSTREAM

Silverstream, Upper Hutt

##### Crew Member / Maintenance and Support

Jan 2021 – Sep 2022

- Balanced responsibilities between customer service and maintenance duties during rush hours.
- Created a positive customer service experience by building strong relationships within the team, contributing to a safe, respectful and cohesive workplace.
- Adhered to high food standards by maintaining oil quality, checking expiry dates, properly storing food, and following safe cooking procedures.
- Collaborated with the crew to maintain a high level of food and service quality for customer satisfaction.
- Developed effective multitasking abilities in a fast-paced work environment.

### Technical Skills

**Programming Languages:** C#, JavaScript, Python, C++, HTML, CSS

**Technologies/Frameworks:** ASP.NET Core, Entity Framework Core, SignalR, Bootstrap, Qt, Flask, React

**Developer Tools:** Visual Studio Code, Visual Studio 2022, Git (GitHub, Git Kraken, GitHub Desktop)

### Education

#### Yoobee College of Creative Innovation

Wellington

Bachelor of Software Engineering

Feb, 2021 - Nov, 2023

Regional Technology Scholarship

**Relevant Coursework:** OOP, Data Structures, User Interface Design, User Experience Design, Project Management, Public Speaking, Report Writing, Research & Development

### University Projects

**Argo Company Management System** ([github.com/jakobfrederikson/ArgoCMS](https://github.com/jakobfrederikson/ArgoCMS)) | C#, JavaScript, Entity Framework Core (EFCore), ASP.NET Core, SignalR, HTML, Bootstrap, CSS, Figma

- Developed a web application using C#, ASP.NET Core and EFCore using a relational database.
- Implemented a real-time notification system using SignalR, enhancing a more interactive user experience.
- Tailored and customised Microsoft's identity API to the application's needs, adding navigation properties for any related data to a user.
- Designed and styled a dashboard that displays statistics about employee tasks and their teams.
- Created a role-based **authorisation system** that allows for access control based on user roles.
- Implemented **CRUD** operations for administrators.
- Deployed to a live production environment using **Azure** and **GitHub** for seamless CI/CD.

**Cloudroom** ([github.com/jakobfrederikson/Cloudroom](https://github.com/jakobfrederikson/Cloudroom)) | *HTML, Bootstrap, JavaScript, Python, Flask*

- **Collaborated** to design and develop an education platform.
- Demonstrated **teamwork** by swiftly teaching ourselves **Flask**, a skill acquired while the project had started.
- Implemented an admin panel during early stages of development, providing a **UI** for testing data creation.
- Took the lead in the creation of the entire assignment system, covering both teacher and student functionalities as well as grading and marking assignments.
- Developed an interactive coding environment using **CodeMirror**, based on whether a teacher designated a coding or text-based assignment.

**Yoobee Library System** ([github.com/jandrealyn/LibraryQtSystem](https://github.com/jandrealyn/LibraryQtSystem)) | *C++, Qt*

- Developed a comprehensive library management system during my first year, using C++ and the **Qt Framework**.
- Quickly acquired proficiency in Qt within two weeks before the project commencement.
- Designed and implemented a **SystemFiles** class to facilitate seamless **reading** and **writing** of data stored in CSV files.
- Implemented **critical features**, including the home screen, catalogue, booking, checkout, and user profiles.
- Created **dynamic menus** that adapted to library catalogue changes.
- Played a supporting role by providing programming assistance to team members when needed.
- Demonstrated adaptability by managing data in the absence of databases.

**References available upon request.**