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Karmel Lithgow

I have recently taken a career leap, and completed a bootcamp with DEV academy. I decided to do this, as I enjoy working with code, working on a variety of projects and learning new things.

From my recent education I have gained some experience in javascript, html, css and react to name a few. I also have previous experience in a number of different roles, which have helped develop my strong set of varied skills. My core skills include: excellent time management, great attention to detail and great communication skills. I can work well in a team, in pairs, and alone, and can accurately touch type.

I am currently looking for career opportunities which will allow me to build on my tech skills.

EXPERIENCE

**SOFTWARE DEVELOPER
(STUDENT)**

DEV ACADEMY

February 2022 - May 2022

In early 2022 I enrolled into DEV Academy's 15 week bootcamp, which was a fast paced course designed to teach the core skills required for full stack web development. I have now obtained some skills in:

- HTML & CSS
- Javascript
- Handlebars
- React
- Redux
- Node
- Git

SENIOR PAYMENTS SPECIALIST

AIA (Sovereign Assurance)

May 2019 - January 2022

I returned to the Payments Team as a Senior when I returned to Sovereign. I retained much of the previous tasks (please see below 'Payments Specialist' Section), as well as taking on more senior tasks including training, creating SOPs and redesigning forms. I was also responsible for bringing

- Assigning customer payments to their correct policies.
- Processing manual payments
- Input of data into spreadsheets and internet banking systems
- Releasing payment runs to ensure claim payments were successfully paid out
- Proficiency in many different computer systems and access to secure bank accounts and private customer information
- Creating financial reports

Time management skills were critical in this role, as my day relied heavily upon set schedules and timetables.

NANNY

KiwiOz Nannies (London, UK)

HOTEL MANAGER

Dean Court Hotel (London, UK)

My position as the Manager for a boutique central London Hotel required a wide range of management skills.

I was solely responsible for the daily operation of the entire Hotel. The main tasks included.

- Phone and internet queries
- Checking in and out of guests
- Dealing with guest complaints
- Booking and payment system administration
- Inventory management (ordering food and linen)

PAYMENTS SPECIALIST

Sovereign Assurance

August 2015 - February 2017

As a Payments Specialist, I was tasked with monitoring all inwards funds, and outward payments to clients. This role required me to perform a large number of time specific daily tasks with a high attention to detail. Accuracy was paramount, the reports I created were sent to the treasury department and directly impacted how the company bank accounts were funded. My daily workload revolved around:

- Assigning customer payments to their correct policies.
- Processing manual payments
- Input of data into spreadsheets and internet banking systems
- Releasing payment runs to ensure claim payments were successfully paid out
- Proficiency in many different computer systems and access to secure bank accounts and private customer information
- Creating financial reports

**CUSTOMER SERVICE
CONSULTANT**

Sovereign Assurance

May 2014 – August 2015

As a Customer Service Consultant, my role was to respond to and action customer requests received primarily through email. Duties included:

- Responding to customer queries
- Actioning customer policy requests
- Proficient use of CRM salesforce
- Effective management of time
- Update policy wordings in accordance with changes
- Management of bank details and private information

CUSTOMS OFFICER
New Zealand Customs Service
February 2011 – May 2014

My role as Customs Officer based at Auckland International Airport required a highly diverse range of skills.
During my employment I worked in several different areas with different key responsibilities.

Training was comprehensive, which included 5 weeks intensive initial training at Porirua Police College.

I worked in Arrivals Processing, Departures Processing, Search and Control room positions. I also performed management roles including Service Desk Operator for both Arrivals and Departures. Each position involved different tasks which required:

- Learning new technologies and modes of operation
- Effective management of staff
- Correct and reliable evidence management
- Interaction with public including conflict resolution
- Carrying out law enforcement activities
- Ability to interpret and recall legislation
- Conduct formal interviews and searches
- Creation of training documentation
- Liaising with other government agencies including Police, Interpol and Immigration.

I was a very active member of my team, and took on various extra activities including; writing the bi monthly team bulletin, participating in the Customs Powers team, involvement in the CCO led positive leadership groups. One of my best accomplishments was the creation and completion of a training manual used for troubleshooting.

**VEHICLE SUPPORT SYSTEM
ASSISTANT (PART TIME)**
BMW Head Office
February 2007 - October 2007

Primarily a data entry role, I was assisting the administration of the roadside assistance programs for registered cards. I was also involved in general administration duties for the aftersales department.

EDUCATION

UNIVERSITY OF AUCKLAND

Bachelor of Arts Degree: Double Major Media Studies and Sociology.

CARMEL COLLEGE

NCEA Level 3: English/Statistics/Biology/Classical Studies/Text Information Management

NCEA Level 2: English/Math/Biology/Art History/Tourism/Text Information Management

NCEA Level 1: English/Math/Science/Geography/History/Text Information Management

SOFT SKILLS

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- Excellent time management
 - Great attention to details
 - Interpersonal skills
 - Touch typist (approximately 65 words per minute)
 - Fast learner
 - Microsoft office skills
 - Ability to learn new systems quickly

REFERENCES

References Available upon
request