Resume - Kyle Francis

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Career Objective

I am looking for a part-time role in frontend, backend or full stack software development that will complement my studies in Software Engineering and give me on-the-job experience.

I strive to be the best employee I can be in any job. My goal is to find a career that aligns with my interests in media or programming. My previous work experience includes customer service, digital marketing, drone operation and promotions. I have a good work ethic and am eager to learn new skills and expand my knowledge.

Skills Summary

Problem Solving

I am a capable problem solver and have used these skills to overcome numerous challenges in the workplace and in my studies. I can think outside of the box and come up with unique solutions to problems that others may not have thought of before. One example of when I have been able to apply these skills is when working on the SportsHub project by finding successful work arounds for features which we previously thought we could have implemented, but couldn't due to the time and budget restraints.

Teamwork

I work well in teams as I am capable of bouncing off ideas and suggesting my own. I like to work with others and hear what other individuals have to contribute to a project and learn from my peers. In both my academic endeavors and in the workplace am often working as part of a team. I was in a team-based environment while working in my role as a promotion's assistant at MediaWorks and as a developer in the SportsHub project. During the SportsHub project I was also introduced to mob and pair programming which helped to better develop my skills as a team player.

Communication

I communicate well with people, whether it be to a team member, a senior member of staff or the customer. In my role as a service desk analyst at Datacom, I communicate with different customers daily. Each customer that calls in has a different problem that they need me to help solve and I use my communication skills to work with them and help them find a solution. In my role as a promotions assistant at MediaWorks I also do a lot of communication with the public at each shift.

Willingness to Learn

I am always striving to better myself by learning new things. In 2018 I picked up Computer Science as a subject for the first time and achieved Excellence in my assessments. In 2019 I taught myself how to use Adobe Premiere Pro and Photoshop. In 2020 during COVID lockdowns I started a Harvard CS50: Introduction to Computer Science course. Most recently, in 2022 I learnt how to use the React Native framework and designed and created an athletic event sharing app.

Experience Summary

Service Desk Analyst at Datacom	**Feb 2022 - Present**
Casual Promotions Assistant at MediaWorks	**Dec 2020 - Present**
Spotter at Elevated Media Ltd	**Dec 2019 - Jul 2020**
Digital Marketer at STAAH	**Nov 2019 - Jan 2020**
Team Member at Zambrero Oteha Valley	**Nov 2017 - Apr 2018**

Education

Bachelor of Engineering (Honours) at Auckland University of Technology	**2020 – Present**
CS50's Introduction to Computer Science at Harvard University (Online)	**2020**
NCEA Level 1-3 at Albany Senior High School	**2017-2019**

Detailed Experience

Service Desk Analyst at Datacom   **Feb 2022 - Present**

In this role it is my responsibility to look after customers who may call or email in for various companies. Each call could cover a wide range of different fields, from resetting passwords, unlocking accounts, or even reporting issues or hazards on NZ's State Highways. This wide range of different scenarios allowed me to improve my problem-solving skills as well as refine my customer support skills.
Tools:
- Interactive Desktop
- Microsoft Teams
- Cherwell

Skills:
- Problem Solving
- Customer Service
- Communication

Casual Promotions Assistant at MediaWorks   **Dec 2020 - Present**

In this role I would help promote products or other brands on behalf of the different MediaWorks radio stations. Each shift involved lots of interaction with the public to get them informed and excited about the product we were giving out that day. In July of 2021 I was awarded Part-Timer of the Month for "being on time and going above and beyond" during activations and shifts.
Skill:
- Public speaking
- Team Management
- Problem Solving

Spotter at Elevated Media Ltd   **Dec 2019 - Jul 2020**

In this role I would accompany a drone operator during a shoot to help set up the equipment and keep an eye on the drone to make sure it did not come in the way of any obstacles.

Digital Marketer at STAAH   **Nov 2019 - Jan 2020**

In this role I would help create digital advertisements in Photoshop for STAAH, an online hotel booking engine.

Team Member at Zambrero Oteha Valley   **Nov 2017 - Apr 2018**

In this role I would prepare and serve food to customers as well as manage the handling of payments at the register.

Technical Skills

Java
- I first learnt Java in my second year of university. I have used Java to create different CUI's and GUI's. Most recently I used Java to create a Virtual Pet Game for my Software Construction paper, a Boids Flocking simulator and Maze game for my Data Structures and Algorithms paper.

React Native
- I first started using React Native while completing the SportsHub project for university. For the first 3 weeks of the project, I was upskilling in React Native by watching and following along with different YouTube tutorials. After these first few weeks I started to create different components of our app in

React Native. I worked on creating a login/user authentication system, dark and light mode toggle, search and filter functionality for different events, and account customization using avatars.

Other tools that I have used: Visual Studio Code, NetBeans, Eclipse, XCode
Other languages that I have used: HTML, CSS, JavaScript, PHP, SQL, C, C++
Check out my GitHub profile: https://github.com/kyledf

Project Experience

SportsHub at AUT   **March 2022 – June 2022**
As part of my ENSE601 Software Team Project Paper in Semester 1 of 2022, 4 other classmates and myself created a mobile app where athletes organize events, create teams and chat with other athletes. To create this app, we used the React Native framework with JavaScript.

Tools:
- Visual Studio Code
- Firebase
- GitHub
- Google Drive
- Expo Go
- Figma
- Trello
- Canva
- JavaScript
- React Native

Skill:
- Teamwork
- Communication
- Problem Solving
- Documentation

Interests

Besides programming I have string interests in filmmaking, and drumming. Throughout high school I enjoyed making short films for my Media Studies class and have even taken part in the 48 Hour Film Festival for multiple years. I started drumming when I was 8 years old and kept attending lessons for the next 10 years, although I have now stopped, I still enjoy playing in my spare time and learning new songs.

References

Nicky Ranson - Local Promotions Lead at MediaWorks
nickyranson@mediaworks.co.nz – 021903415
Current employer at MediaWorks.

Nick Wilson - Head of Media Studies at Albany Senior High School
nwilson@ashs.school.nz – 021400318
Former Media Studies teacher and Impact Project mentor at Albany Senior High School.

Andy Bruce CEO at Elevated Media Ltd
andy@elevatedmedia.nz – 021481232
Former employer at Elevated Media Ltd.