



OBJECTIVE

Solution focused, customer centered individual who can pick up systems and processes quickly, I love ensuring that customer's expectations are exceeded. Adapting to different work environments, while multi-tasking assists in ensuring the smooth operation of the business. I have a genuine interest in technology and systems and take pride in ensuring that best outcomes are achieved for both the client and the organization.



EXPERIENCE

Software Developer | FlexiToursNZ

AUGUST 2020 – DECEMBER 2020

- Created a PDF email attachment using PDFSharp for the FlexiTours application to maintain consistency.
- Developed reports for the Ground Tour Tracker using Open XML to co-ordinate activities for drivers, staff and to track revenue.
- Understood and created a proposal in accordance with specifications and client requirements.
- Worked with project brief to develop a project plan, milestones, and software methodology.
- Maintained program level status reporting and kept the supervisor and client aware of progress.
- Responsible for coordination of testing for new change requests, including participating in testing.
- Resolved data issues that would have caused delays to the project.

Acting Manager | Kiwi Grill

MARCH 2017 – DECEMBER 2020

- Led, supervised, and trained new employees and demonstrating new and full-time employees' new procedures.
- Greeted customers in a welcoming manner.
- Processed payments via cash, eftpos and credit card.
- Ensured the work environment was always clean to avoid any possible health and safety risks e.g., slippery floor or employees wearing appropriate work shoes.
- Managed stock ordering, alerting store manager on the numbers of stocks instore.
- Solved customer complaints face to face in a professional manner.
- Dealt with staff conflict, acting as the mediator to ensure 'win-win' outcomes.
- Assisted in food preparation and cooking of food in accordance with Food and safety standards.
- Ensured the production team and front of house coordinated effectively to facilitate a smooth service delivery.



SKILLS

IT

- Knowledge of programming/Scripting Languages: (Proficient) C#, SQL, JavaScript, HTML, CSS, .NET Core and MS Office (Familiar) Java, Python, C++, JSON, Swift.

- Ability to listen to technical problems, diagnose computer / device problems and resolve effectively.
- Knowledge of computer maintenance and software installation.

Customer Service

- Endeavors to meet customer expectations in areas such as timeliness, quality, and consistency.
- Excellent client facing skills with an appreciation and understanding of the importance of customer care.
- Ability to take ownership of the customer's needs, and always see problems through until they are fully resolved.

Communication

- Able to communicate effectively, by showing interest, carefully listening to needs of clients and staff.
- Ability to communicate confidently and effectively with people at all levels and from diverse backgrounds.

Interpersonal

- Ability to quickly build rapport with customers and calmly deal with any problems.
- Talent for interacting with the customers and co-workers in a friendly and outgoing manner.



ATTRIBUTES

- Positive, 'Can do' attitude.
- Strong work ethic.
- Flexible, adaptable.



EDUCATION

Bachelors in Digital Technology | Manukau Institute of Technology

FEBRUARY 2018 – DECEMBER 2020

CompTIA A+ Certification

RENEWED ON OCTOBER 27, 2020 | EXPIRES ON NOVEMBER 8, 2023



New Zealand Diploma in Information Technology Technical Support

FEBRUARY 2017 – NOVEMBER 2017



INTERESTS

- **IT** – Currently working on building my IT portfolio on GITHUB Pages, which will include all projects that I have worked on during my spare time.
- **Reading** – Other than reading novels, I also read research papers and keep up with the latest technological advancements.