

# Star Candidate

**Address**

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## OBJECTIVE

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The skills and experience I bring would enable me to make a solid contribution to your company as I am an efficient and effective qualified professional looking to provide solutions to business owners. I am comfortable in a fast paced environment, work well in teams and am dedicated to providing a high level of client satisfaction.

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## SKILLS & ATTRIBUTES

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**Communication:**

- Demonstrated skills in preparing and presenting precise information to clients for computing supplies and multimedia presentations
- Exceptional written and verbal oral communication skills verified through organised training manuals and testing plans from development to deployment documentations of projects

**Project Management & Training:**

- Deliver functional projects against agreed scope and schedule whilst meeting client requirements with adaptability to different working environments
- Aptitude to formulate and provide trainings with on-going maintenance as per projects involving corporate, communal and educational clients

**Computer and IT:**

- Computer literate and competent with all Microsoft Office applications, emailing, internet services and multimedia thus providing support to range of customers from professional to private and community groups
- Experienced in configuring computers, installation of hardware components, technical computer repairs and servicing as well as data migration, recovery and backup.

**Software Applications:**

- Broad background and experienced with database management from Microsoft Access (Basic to High Level) to SQL Server 2008 applications(Basic to Medium Level)
- Operating System: Microsoft Windows with an intermediate understanding of Programming languages Visual Basic and SQL

**Customer Service:**

- Over four years' experience incorporating everything from initial 'help desk' contact through to working on client briefs from concept to post delivery
- Client / customers included: Government, leisure industry, commercial sector, educational, health and community groups and encompassed both internal and external 'customers'

**Personal Attributes:**

- Self-motivated and self-directed, I work well both as part of a team and autonomously.
- Lots of energy and enthusiasm, with a real 'can-do' attitude, I enjoy the satisfaction of seeing things through to the end.
- Love learning new things, new challenges and passing on what I know to others.
- Enjoy brain storming and finding solutions.

## **EMPLOYMENT EXPERIENCE**

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### **Client Project – Commercial**

June – Dec 2012

#### **Client – Sureworks**

##### **Responsibilities:**

- Capturing student/participant bio data
- Capturing activity participation/assessments/achievements
- Reporting individually and collectively including providing NZQA Assessment data
- Monitoring and scheduling staff with a rapidly changing environment
- Initial and regular meetings with client
- Information gathering, market and existing product research, interpretation of needs
- Develop Project brief, liaising closely with client and working to their brief
- Identify development stages and schedules, communicate with client, establish expectations and agree detail and milestones
- Document technical project details (available on request)
- Developmental work to schedule and milestone deadlines
- Beta Testing; client user testing
- Development and writing of both 'end user' and 'technical' manuals
- Roll out of user training
- Post Project review & future developments

##### **Key Achievements**

The Project exceeded client expectations and course requirements to the extent that the client went on to request additional prospective development which may lead to another Project for MIT. Project was assessed with an overall B grade.

### **Client Project – Education – Early Childhood**

May – June 2011

#### **Client –Kindergarten Information System**

##### **Responsibilities:**

- Capturing student and parent/guardian bio data
- Capturing student activity participation
- Reporting individually and collectively
- Providing up to date Financial information including the ability to forecast and facilitate planning
- Monitoring and scheduling staff
- There were 5 other groups in this course and each was given different client to work with for the purpose of Phase 1 before permitting to proceed with Phase 2
- Phase 1 – Each group were assigned with a client to carefully plan and design the recommended system provided with a paper prototype, Client: Medical Herbal System
- Phase 2 – Swap Phase 1 with another group to implement further and complete the Project, Client: Kindergarten
- Initial and regular weekly meeting with client
- Develop on modules as per Phase 2 requirements
- Develop additional Financial module
- Beta Testing
- Training
- Post Project Review

##### **Key Achievements**

The Project exceeded the client expectations and course requirements with an additional feature of a financial module with the purpose of rendering reports and billing forecasting of future prospective. Being able to work effectively within a team and being able to adapt quickly to work from another team's Phase 1 predevelopment brief through to delivery beyond the clients expectations was both challenging and very rewarding.

**Customer Care: Administration – Data Entry**  
**International Appliance Company**

Aug – Sept 2012

**Responsibilities:**

- Exceptional accurate Data Entry skills
- Perform Job Completion for log calls
- Price Checking on Parts for Fisher & Paykel Appliances
- Process Warranty Claims

**Key Achievement**

I was able to complete data entry to such a high level of speed and accuracy that I had free time so I offered to assist the Warranty Claims team which enabled the team to reduce their response times in processing Warranty Claims to within 24 hours taking a lot of pressure off the team and enabling them to meet their targets.

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## **EDUCATION/TRAINING/COURSES**

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**New Kiwi Career Success Programme**

The Auckland Chamber of Commerce

March 2013

**Bachelor of Information Systems**

Manukau Institute of Technology

July 10 - Dec 12

**Diploma in Information and Communications Technology Level 5**

Manukau Institute of Technology

July 09 - June 10

**Certificate in Information and Communications Technology Level 4**

Manukau Institute of Technology

Feb - June 09

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## **INTERESTS**

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Reading, hiking, singing, dancing etc...

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## **REFERENCES**

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Available on request