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Personal Statement

I have recently graduated with a diploma in web development and am working part time at a web development agency to create Joomla websites for small to medium businesses. I am a very enthusiastic person who is used to working in team environments to get tasks completed to the best of our ability in the quickest time possible. I have previously worked at New World Rangiora for a year, working in the grocery team, which involved managing stock and rotating it from the storeroom to the in store shelving space. I very much enjoyed my time doing this job as the managers and co-workers were very pleasurable people who always for filled the tasks of their job as well as keeping a high morale around the store, the managers and supervisors were also very supportive and also helped with anything that I was unsure on. I have also worked in a call centre environment for Spark Digital which allowed me to learn a lot about networking but it mainly developed my customer service skills, as I had to often take calls from angry customers whose Spark services were not working for them at the current time, I would have to calm them down and try my best to resolve their issue with the resources I had. I have also organised multiple online gaming tournaments which had money prizes. I have also managed a professional Heroes of the Storm team which earned a relatively good amount of prize money from Australian tournaments and global tournaments.

Skills

Computer skills

I have studied Information and Communication technologies at CPIT for a year and have learnt some key skills that are needed in the computing industry, some of these but are not limited to are, Word Processing, Presenting to a group of people, Basic information about the running of the internet, basic programming and troubleshooting hardware and software. I also have a very good understanding of common web development languages such as HTML, CSS and JavaScript. I also have an extensive knowledge of Joomla from using it to professionally develop websites for clients which I picked up during my studies in web development.

Communication

Throughout my life communication has had a strong effect on my success, in football I have lead teams as the team captain, this required me to motivate and guide the team to victory. While working at New World I really improved my communicating skills as I learnt how to assist customers in the most pleasing way as well as learning to work in groups of people. While studying I picked up some key presenting skills while completing an assessment which required us to present our "dream jobs" to our peers, I found this exercise extremely helpful as it really increased my confidence presenting to an audience. I also have a lot of experience communicating with people online via text and voice.

Customer service

While working at New World I learnt how to serve customers in the most effective way possible with the resources I had. Often times I would have a customer who would not be happy with a product or service that the store was providing so i would try and fix the issue for them or try and recommend something else that may for fill their needs. While working at Spark I often had many angry customers who were not happy with the services that Spark were providing for them, for example, their phone was no longer working, so I would have to calm them down and try my best to resolve their issue with the resources I had.

Leadership

I have quite often had to lead other people and teach them key knowledge that they have needed for a job, sports team and also gaming teams. While working at New World I was often training new employees and giving them information about completing tasks for our job. I also manage a football team which has required organising sign ups, notifying all of the players of information about trainings and games and also telling them the best ways of succeeding as a team.

Management

I have created and managed many different gaming events which required me to plan out an event for people to participate in, advertise the events, organise people to assist with broadcasting the events online for people to watch, contact and organise advertisements and sponsors to help provide a prize pool for the tournament and also managing all of the teams and players participating in the events by helping them understand how the event works and provide them with details and resources to use. I have created gaming tournaments which have had large cash prize pools for the event winners, and broadcasts of these events have had up to 220 viewers at peak times. I have gained a lot of management and event organising experience running these events as I have often had something go wrong on the day which I have learnt from and changed in future events. I have really enjoyed creating and managing events due to getting the feeling of giving so many people motivation and something to succeed in, I also love the feeling of knowing that people have had a great time playing video games at competitive or fun levels and getting the chance to meet new players in the community. I have also managed a professional gaming team, which at first sounds weird to most people, but my team placed in the top of Australia and New Zealand in a video game called Heroes of the Storm, which allowed the players to receive a lot of prize money and gave us the opportunity to compete in South Korea verse the best teams in the world. For the team I analysed their gameplay, similar to a sports coach, I also created all of the team's graphics, jersey designs and also created the team's social media pages.

Work History

Grocery Assistant, New World, Rangiora
February 2014 – February 2015

My main responsibilities as a grocery assistant at New World were making sure all products were on the shelf and rotated if needed, assisting customers with their queries, for example showing them where a product was or giving them some information on products. I also had to manage some of the stock in the store room by making sure the stock was out on the shelf, or if it was not needed it was away in boxes, well stacked and then well wrapped on a pallet

Technical Analyst, Spark Digital
March 2015 – May 2015

My main responsibilities of this job were to monitor alerts of corporate companies managed data going down, when I had an alert come through I would have to look up how to deal with certain customers as they have their own ways of managing these alerts, often I would have to call their company or their IT helpdesk to alert them of the outage of their managed data, then would have to get certain information from them to carry out an investigation and get the issue resolved as soon as possible for the customer. I also took phone calls from all areas of Spark customers, including residential mobile and landline queries, sometimes these calls were unable to be resolved there and then due to these areas specific teams not being there during the night, and in our team we did not have access to certain information, so I would have to explain to the customer that they would have to call back during business hours the next day to get the issue resolved as I did not have access to their information or tools to fix their issue.

Web Developer, Netright
June 2016 – Current

At Netright I develop Joomla! Websites for small businesses usually located in my local area. I have created websites which use stores and also basic websites which holds information about the services that their business provides.

Web Developer, Denial Esports
August 2016 - Current

Denial Esports are an American gaming organization with over 120,000 followers on social media. They provide funding for professional gamers and are sponsored by large brands such as Razer and Lootcrate. For Denial I created their website on the Joomla! cms and teach the staff at Denial Esports how to upload their content to the site and add new aspects to the site on request.

View their website at denialesports.com

Education

Certificate in Information and Communications Technology, CPIT, 2014

Diploma of Web Development, Yoobee, June 2015- May 2016

Interests and Hobbies

I have been very interested in video games for basically my entire life, from playing fun games with friends and family, to playing games competitively. I have been very interested in moba type games such as League of Legends and Heroes of the Storm, I have really enjoyed games of this genre because it allows you to play a very tactical game that makes you think a lot in short spaces of time, they can also be played at any level of play, so I could play them for fun with friends, or play in ranked queues if I want to have a go at competitive. I have been very interested in general computing since about 5 years ago when I first had a computers class in high school, in later years I studied web development and general computing throughout high school and tertiary study.