

PROFILE

Customer-focused technology retail representative with 14+ years' prior experience as a senior software developer. Reliable, self-directed and quick to learn new systems, with a track record of taking ownership of work from start to finish. Currently studying a Bachelor of Education at Te Whare Wānanga o Awanuiārangi.

KEY SKILLS

- Customer service and sales
- Explaining technical things in plain language
- Working independently and owning outcomes
- Strong computer literacy, incl. Microsoft Office
- Technical support and troubleshooting
- Problem-solving and research
- Turning vague requests into clear plans
- Languages: English, French, Portuguese, Afrikaans

EMPLOYMENT

Customer Champion – Sales & Service One NZ	Jun 2026 – Present Whakatāne
• Help customers choose mobile, broadband, accessory and digital service products while meeting sales targets • Identify customer needs and recommend solutions for both personal and business customers • Provide hands-on support: device setup, data transfers, troubleshooting and showing customers how to use their devices • Keep product knowledge current to set accurate expectations and process sales correctly	
Software Developer (Intermediate → Senior)	Dec 2011 – Apr 2026
Senior Software Developer	
· Safe 365	Auckland Jan 2024 – Apr 2026
· Spatial Dimension (Trimble)	Maitland Jan 2021 – Nov 2023
· Holistic Systems	Parklands Oct 2019 – Jan 2021
Intermediate Software Developer	
· Haefele Software	Parow Aug 2016 – Sep 2019
· Holistic Systems	Parklands Dec 2011 – Jul 2016
• Took full ownership of major features from a loose idea to a finished product used by client businesses • Worked with clients, business analysts and managers to turn business needs into clear, workable plans • Led clean-ups of tools and processes across teams, including reorganising 800+ older projects • Researched and solved unusual problems others had set aside • Worked remotely and independently for several years, managing my own workload and deadlines	

EDUCATION

Bachelor of Education (in progress) Te Whare Wānanga o Awanuiārangi	Jul 2026 – Present
Bachelor of Arts – French and Portuguese University of South Africa (UNISA)	Jan 2021 – Dec 2023
National Certificate – Information Technology Cape Peninsula University of Technology (CPUT)	Jan 2009 – Nov 2010

INTERESTS

Language learning (including te reo Māori), and supporting artists in the character art community.

References available on request