

# Jacob Floyd

jacobf2013@gmail.com | 020 4131 1499 | North Dunedin, Dunedin

## Key skills

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Customer Service  
Verbal and written skills  
IT and Computer Skills  
Conflict Resolution  
Adaptability

## Education

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**NCEA Level 3**  
With Excellence  
Western Springs College  
2022

**New Frontiers Scholarship**  
University of Otago  
2023

**Bachelor of Applied Science (Second Year)**  
University of Otago  
2024

## Summary

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I am a hardworking, versatile person with a confident and positive nature. With good communication and interpersonal skills, I enjoy working with others, and being part of a team. As a worker I have a good work ethic, am reliable, readily accept responsibility, and welcome new opportunities. I believe my dedication and commitment to others are key attributes I have to offer an employer. You can find my portfolio website at [jacobfloyd.dev](http://jacobfloyd.dev).

## Skills and Attributes

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### Customer Service

- An experienced and competent Customer Services Representative, used to answering customer enquiries and resolving them effectively
- Well versed in managing customer complaints efficiently and if needed referring on to Senior staff
- Proven track record of managing crisis situations calmly and effectively

### Networking

- Very good networking skills, with an ability to build and maintain relationships within the workplace and with external stakeholders
- Ability to work effectively with a diverse clientele and function as a member of a multicultural team

## Work Experience

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### Web Development Internship

Auckland Bioengineering Institute 2023 - present

#### Duties include:

- Using front end technologies such as React, Javascript, CSS and Google Cloud to develop
- Using problem solving skills to develop solutions
- Collaborating with others, taking onboard feedback to improve the website.

### Checkout Operator/Supervisor

Countdown Dunedin Central 2023 - present

Countdown, Pt Chevalier 2019 - 2023

#### Duties include:

- Serving customers with an engaging and friendly manner
- Resolving customer complaints efficiently
- During Covid, managing mask requirements and limited entry into the store.

## References

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<p>Debe McGarva Duty Manager Countdown Dunedin Central 0272272412 swampie@xtra.co.nz</p>	<p>Dr Alex Risos CEO/Founder of Risos Enterprises Auckland Bioengineering Institute 0223700219 a.risos@risosenterprises.com</p>	<p>Sazia Nisha Customers Service Manager Countdown Pt Chevalier 0211017751</p>
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