

Stephen Hood

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Personal Profile

Adaptability, being a quick learner, approachability, and attention to detail are some of the attributes I have to offer. My diverse range of experience and qualifications covers fields such as customer service, administration, logistics, maintenance, audio-visual design, and performance sound and lighting. These skills are used in my current roles serving international supply chains and the theatre community, and I'm seeking new opportunities to put my skill set to use.

Key Skills and Experience

Customer Service

- Extensive experience with providing face-to-face, written and phone assistance – and duty management services – to our diverse community
- Adept with several help desk and CRM applications – including Kayako help desk and issue tracking software, the Horizon integrated library system, and Cisco's IPCC contact centre suite

Communication and Promotion

- Training – and producing and maintaining instructional materials for – colleagues and the general public
- Configuring and operating audio-visual technology: Including stage sound and lighting equipment, the LightFactory and QLab multimedia control systems, graphics editors Adobe Photoshop and Paint.NET, Movavi Video Converter, and audio editors Audacity, Adobe Audition and FL Studio
- Proficient content creator for Facebook, Instagram, MailChimp email marketing, print media, WordPress website content management, and the base coding of websites (e.g. HTML5, CSS3, PHP)

Administration

- Experienced user of the MS Office/365 suite, and ASB & BNZ business banking interfaces. Also of Xero accounting, iTicket & PatronBase ticketing, YourShift staff allocation, and Grindstone time-tracking software
- Inventory and logistics management, and customer account creation and maintenance

Employment History

Mail Officer

2020 – 2024

New Zealand Post: International Mail Centre, Auckland Processing Centre

- Sorting, processing, and dispatching overseas-bound mail and parcels – managing fulfilment of freight allocations & delivery deadlines on individual & team levels, performing billing and revenue protection, meeting accuracy requirements, and using International Postal System (IPS) software
- Ensuring safe delivery and aviation security via upholding screening, weight, documentation, and packaging standards: Including NZ Post's obligations as a Regulated Air Cargo Agent (RACA), and management of errors in lodgement of overseas-bound items' Electronic Advance Data (EAD)
- Reintroducing mail and parcels to the international tracked delivery system by recreating any missing labels and documentation, using Computer Aided Post through Electronic Data Interchange (CAPE) software
- Training staff and updating instructional materials
- Serving as a First Aider. Safely and efficiently operating manual and powered equipment: Including walk-behind forklifts, sewing machines, and parcel strapping machines

In the first quarter of 2021, the IMC Outbound team won the NZ Post Silver Award – for significantly increasing workflow visibility through collaboration and process improvement

Domestic Worker

2020

Oranga Tamariki – Ministry for Children

- Providing – and monitoring provision of – professional cleaning services within residences and facilities
- Inventory management and distribution of all cleaning, laundry, and household linen supplies
- General maintenance of facilities and equipment, and operating a laundry service
- Ensuring safe storage and control of all tools, equipment, and cleaning supplies

My flexibility and availability to perform additional general tasks on short notice was much appreciated during the mid-2020 office relocation of Community Residential Services, Auckland

Enquiry Officer, Advance Voting Issuing Officer, Administrative Support

2011, 2020

Electoral Commission New Zealand: Helensville and Auckland Central Electorates

- Providing information and assistance to voters, streamlining the voting process, and issuing voting papers
- Vote counting in an accurate, efficient, collaborative, and confidential manner
- Assisting the Polling Place Manager with management of the polling place and its staff

By serving in a variety of roles, I helped in three locations to enable people's voting in General Elections and Referendums, and assisted with the prompt availability of election night results

Venue Operations Coordinator

2017 – 2019

The PumpHouse Theatre

- Customer service, liaison with the facilities' hirers, event coordination, and technical support
- Installation, configuration and maintenance of technical equipment – keeping instructional materials up to date
- Regular cleaning and maintenance of the property and its buildings
- Maintenance liaison with tradespeople and Auckland Council, and shift allocation for casual staff
- Serving as Health and Safety Representative, Building Warden, and First Aider

Two of several complements: Author Tessa Duder saying the technical setup for her presentation was the smoothest running she'd used, and Facebook reviews praising the "very clean and tidy" venue

StudyLink Officer, Contact Centre Officer

2015 – 2017

Ministry of Social Development: StudyLink and Centralised Services Housing

- Providing service and resources to a diverse customer base
- Processing face-to-face, electronic, paper, and phone-based applications for support
- Developing productivity-enhancing MS Excel applications
- Training customers and staff

I've provided face-to-face financial and application support to both students and the general public in five locations: Auckland Central, Otara, Mount Albert, Takapuna, and Whangarei

Qualifications / Training

Certificate of Approval (Unit Standards 27360, 27361, 27364) <i>Private Security Personnel Licensing Authority</i>	2024	Forklift (Walk-behind) Operator Certificate AB Equipment	2022
Health and Safety Representative – Stage 1 Essential Training (Unit Standard 29315) <i>Employers and Manufacturers Association</i>	2018	Business Professional Programme <i>Auckland Chamber of Commerce</i>	2015
Postgraduate Diploma in Science: Computer Science <i>University of Auckland</i>	2012	Graduate Diploma in Information Sciences: Computer Science <i>Massey University</i>	2011
Certificate in Cataloguing <i>Open Polytechnic</i>	2010	Key Service Skills Certificate <i>KiwiHost</i>	2007
Bachelor of Arts: English <i>Massey University</i>	2005		

Community Involvement

- Volunteer theatre participant since high school: In performance, administration, management, and technical services. Treasurer of Company Theatre performance group 2017-19 (President since 2019), on the Rose Centre venue's governance board since 2019 (Health & Safety Liaison 2019-21, Secretary from 2021), and have designed & operated performance sound/lighting/projection for Twice as Good Productions, Torbay Theatre, That I Theatre Company, the Rose Singers, the Rose Centre, Phoenix Theatre, Morgana O'Reilly, Fabulosity Productions, Company Theatre, Carnaval de la Noche, Auckland City Theatre Academy, and Amy Taylor Productions: Winning the 2018 Auckland Community Theatre Trust award for Best Sound Design.
- DJed at Palmerston North community radio stations Radio Control (2001 – 2005) & The Revv FM (2005 – 2006).

Interests

Reading, Playing Guitar, and Morris (traditional English) Dancing: Including event organisation, and preparation of images and articles for publication

Referees – available on request