

Stephen Hood

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Personal Profile

My diverse range of experience and qualifications covers fields such as customer service, administration, audio-visual design, and internet programming. All these skills are applied in my current work as both a Contact Centre Officer and freelance Website Designer and Programmer, 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
- Service provision to a diverse cross-section of the community
- Adept with several help desk and CRM applications – including Kayako help desk and issue tracking software, the SirsiDynix Horizon integrated library system, and Cisco's IPCC contact centre suite

Communication

- Training and producing instructional materials for both colleagues and the general public
- Seeking and responding to customer feedback
- Configuring and operating audio-visual technology: Including stage lighting fixtures, and the Lightfactory lighting and multimedia control system

Administration

- Experienced user of the MS Office suite and Grindstone time-tracking software
- Customer account creation and maintenance
- Inventory management and organisation
- Keeping documentation current

Programming and Website Design

- Skilled in the following programming/scripting languages and technologies:
 - HTML5, CSS3 and SASS
 - JavaScript, jQuery, AngularJS, and the OpenLayers dynamic map API
 - ASP.NET using C# and Visual Basic
 - PHP, WordPress, Laravel, and the PHPWord library
 - JSON, XML and RSS
 - SQL, MySQL and MS SQL Server
- Post-graduate training in Java, C and C++: Including the OpenGL and OpenMP APIs
- Proficient with:
 - Adobe Photoshop and Paint.NET graphics editors
 - Adobe Audition and FL Studio audio editors
 - MailChimp email marketing service
 - Mercurial distributed version control
 - IDEs MySQL Workbench, NetBeans, Eclipse, and MS Visual Studio

Employment History

StudyLink Officer, Contact Centre Officer

Sep 2015 – Present

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: Whangarei, Auckland Central, and the Auckland suburbs of Otara, Mount Albert, and Takapuna

Freelance Website Design and Programming

Nov 2011 – Present

Cookie Cutter Media Limited, Stephen Hood: Web Design and Programming

- Requirements analysis and seeking regular feedback
- Website design and construction
- Testing functionality, aesthetics and performance in multiple scenarios
- Website installation and maintenance
- Online portfolio – <http://stephenhood.co.nz>

The Glen Eden Community Protection Society's website (<http://gleneden.org.nz>) – which I configured and maintain – received over 2600 unique visitors from January to April 2015

Activations Analyst

March 2013 – Aug 2014

Payment Express Limited

- Activating E-Commerce and EFTPOS accounts
- Preparing and testing payment terminals
- Managing stock levels
- Maintaining documentation
- Training staff

From July to Aug 2013, I was tasked with increasing the internal supply of ready-to-use payment terminals – shelf stocks had predominantly achieved target levels by the end of this period

Circulation Services Support

Nov 1999 – Feb 2011

Palmerston North City Library

- Inventory management and organisation
- Providing service to a diverse customer base
- Training customers and staff
- Branch liaison

In recognition of my performance, the Circulation Department voted me "Circle of the Year" in 2002

Qualifications / Training

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>	2007 – 2010
Key Service Skills Certificate <i>KiwiHost</i>	2007
Bachelor of Arts: English <i>Massey University</i>	1999 – 2005

Community Involvement

I DJ'ed at the following community radio stations in Palmerston North: Radio Control (2001 – 2005) and The Revv FM (2005 – 2006)

Interests

Reading, Playing Guitar, Theatre – both as a performer and part of the technical crew – and Morris (traditional English) Dancing: Including event organisation, and preparation of images and articles for publication

Referees

Referees available on request