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Auckland, New Zealand

University of Auckland IT graduate

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Summary:

Recent IT graduate from the University of Auckland, aspiring to become a business analyst who bridges business requirements with technical expertise. I am looking to bring a unique blend of business acumen and understanding of developing robust software, alongside practical experience gained through internships and projects. Currently, I am seeking entry-level IT roles.

Education & Certifications:

University of Auckland (GPA: 7.50)

Bachelor of Commerce / Science Conjoint

Orewa College (Excellence Endorsement)

March 2021 - July 2025 Information Systems and Computer Science

February 2014 - November 2020

Work Experience:

FetchTCG (Internship)

Product and Growth Intern

December 2024 - March 2025 Auckland, New Zealand [Remote]

- Analysed user behaviour using Excel and Python to understand Churn, CAC and Customer LTV.
- Planned the development of a referral program that increased buyers by 12% and sellers by 8%.
- Conducted A/B tests using Google Analytics and NextJS to tune the UI/UX of the Homepage.
- Developed a Power BI dashboard to track the impact of the referral program in real time.

Provident Insurance (Contract)

MVI Administrative Assistant

November 2021 - March 2022

Auckland, New Zealand [Hybrid]

- Assisted customers with policy queries using various channels such as email and Mitel Ignite.
- Wrote queries in PICLOS MySQL database to access policies that require renewal or amending.
- Handled debit control for policy renewals using vendors such as Debit Success and Windcave.
- Created guides and Excel calculators to assist with the handover process for future members.

Skills:

- Data Analytics: Skilled in analysis to identify opportunities. I discovered user activity spikes during events, leading to a referral program.
- Communication: Confident in engaging across channels. I assisted customers using Zendesk and presented ideas in meetings at Fetch.
- Problem Solving: Capable of identifying challenges across different contexts. At Fetch, I successfully led the migration from Tableau to Power BI to lower overall licensing costs.
- **Process Documentation**: Experience with writing documentation. In labchat, my guides assist new contributors with the codebase.

Projects:

Labchat - Lab Management system (Link)

Next.js, Node.js (with Express.js), Prisma & AWS

- Designed and configured SQL DB with Prisma.
- Developed a NextJS & ExpressJS calendar module for tracking events and bookings.
- Deployed on AWS using EC2, RDS, VPC & NGINX.

MAScrape - Mighty Ape Webscraper (Link)

NextJS, MongoDB, Cheerio, Node Mailer & Vercel

- Developed a web scraper to extract product and price information from Mighty Ape.
- Implemented watchlists and email using Node Mailer. Automated with CRON jobs.

References available on request