

# Jacob Floyd

jacobfl2013@gmail.com | 020 4131 1499 | North Dunedin, Dunedin

## Key skills

---

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

## Education

---

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

**New Frontiers Scholarship**  
*University of Otago*  
2023

**Bachelor of Science**  
*University of Otago*  
2023

## Summary

---

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](https://jacobfloyd.dev). I've also attached an academic record below, if you need an official one from MyEquals please let me know.

## Skills and Attributes

---

### 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
- Was a class representative for COSC201 at Otago University, managing student concerns where attention was required, and helping answer enquiries about the paper

## Work Experience

---

### Web Development Internship

Auckland Bioengineering Institute 2023 - 2024

#### 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

---

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

Academic Record

This document is not to be used as an official transcript.

Name	Floyd
	Jacob Paull
ID number	6500010
NSN	136007490
Date of birth	5 August 2004
Entrance qualification	UE (NCEA Level 3) 2022
High school qualification	NCEA Level 3 2022
Citizenship status	New Zealand Citizen
Matriculation	2023 Otago

Qualification(s) in progress	Bachelor of Applied Science - major subject(s): Data Science, Psychology (2023)
Bachelor of Science - major subject(s): Computer Science (2025)	

Scholarships and prizes	Awarded University of Otago New Frontiers Entrance Scholarship (Sustained Excellence) (2023)
-------------------------	--

2023 Bachelor of Applied Science

Full-time	Enrolment dates:	24 February 2023 - 11 November 2023			
Period	Location	Paper code	Paper title	Points %	Grade
S1	DN	COMP120	Practical Data Science	18 96	A+
S1	DN	COMP161	Computer Programming	18 99	A+
S1	DN	PSYC111	Brain and Behaviour	18 93	A+
S2	DN	COMP101	Foundations of Information Systems	18 85	A
S2	DN	COMP162	Foundations of Computer Science	18 91	A+
S2	DN	PSYC112	Human Thought and Behaviour	18 92	A+
S2	DN	STAT115	Introduction to Biostatistics	18 93	A+

2024 Bachelor of Science

Full-time	Enrolment dates:	23 February 2024 - 9 November 2024			
Period	Location	Paper code	Paper title	Points %	Grade
S1	DN	COSC201	Algorithms and Data Structures	18 84	A-
S1	DN	COSC202	Software Development	18 83	A-
S1	DN	PSYC210	Principles of Psychological Research	18 91	A+
S1	DN	PSYC212	Social and Applied Psychology	18 79	B+
S2	DN	COSC203	Web, Databases, and Networks	18 93	A+
S2	DN	COSC204	Computer Systems	18 89	A
S2	DN	PSYC211	Brain and Cognition	18 73	B

2025 Bachelor of Science

Full-time	Enrolment dates:	21 February 2025 - 8 November 2025			
Finalist - Bachelor of Science					
Period	Location	Paper code	Paper title	Points %	Grade
S1	DN	ANTH103	Introduction to Anthropology	18 82	A-
S1	DN	BSNS111	Business and Society	18 83	A-
S1	DN	COSC326	Computational Problem Solving	18 100	A+
S1	DN	COSC344	Database Theory and Applications	18 88	A
S2	DN	COSC345	Software Engineering	18	
S2	DN	COSC349	Cloud Computing Architecture	18	

Grade Point Average

Based on a 9-point scale.

Cumulative	8.0
For 2023	8.9
For 2024	7.3
For 2025	7.8
At 100 level	8.4
At 200 level	7.3
At 300 level	8.5

Student points summary

All points are displayed with current points values.  
Summary includes any credit approved for study elsewhere.

100 level points

Paper	Name	Points
ANTH103	Introduction to Anthropology	18
BSNS111	Business and Society	18
COMP101	Foundations of Information Systems	18
COMP120	Practical Data Science	18
COMP161	Computer Programming	18
COMP162	Foundations of Computer Science	18
PSYC111	Brain and Behaviour	18
PSYC112	Human Thought and Behaviour	18
STAT115	Introduction to Biostatistics	18

200 level points

Paper	Name	Points
COSC201	Algorithms and Data Structures	18
COSC202	Software Development	18
COSC203	Web, Databases, and Networks	18
COSC204	Computer Systems	18
PSYC210	Principles of Psychological Research	18
PSYC211	Brain and Cognition	18
PSYC212	Social and Applied Psychology	18

300 level points

Paper	Name	Points
COSC326	Computational Problem Solving	18
COSC344	Database Theory and Applications	18

Total points at 100 level:162  
Total points at 200 level:126  
Total points at 300 level:36  
Total points at all levels:324

This document is not to be used as an official transcript.