

**PERSONAL STATEMENT**

I am a passionate, energetic, reliable and motivated person. I have a comprehensive and excellent range of technical, people and communication skills. I have applied these skills with creativity and enthusiasm towards solving many different problems. I enjoy working as part of a team to achieve the many challenging goals and objectives. I am a quick learner and have had an extensive range of responsibilities.

**EDUCATION**

2024	MIG and TIG Welding course.
2010–2011	Diploma of IT (Software Development).....B+ (85% – 89%) <ul style="list-style-type: none"> <li>• <i>B+ Average as not completed.</i></li> <li>• Training in database development, software development, programming analysis and design through its concentration in a wide range of programming languages such as Java and C#.</li> </ul> <p><b>C#.NET Programming</b></p> <p><i>Based on Microsoft Certification Technology Specialist Training Kit (MCTS: WEB APPLICATION &amp; MCTS: WINDOWS APPLICATION)</i></p> <ul style="list-style-type: none"> <li>• Application development foundation</li> <li>• Windows based client development</li> <li>• Web based client development</li> </ul>
2001–2002	Diploma of e-Business Support.....B+ (85% – 89%) <ul style="list-style-type: none"> <li>• Advanced training in networking, Internet skills, Windows applications, operating systems, database design and management, as well as programming fundamentals.</li> </ul> <p><b>INTERNET WEB STREAM</b></p> <ul style="list-style-type: none"> <li>• Multimedia Networking</li> <li>• Web Design Tools</li> <li>• Script Development for the Web</li> </ul>
1992–1993	University of Otago <p><b><u>Stage 1</u></b></p> COMP102 Introduction to Computer Science.....B COMP101 Introduction to Computer Science.....B- <p><b><u>Stage 2</u></b></p> INFO202 Application software development.....C+

**LICENCES HELD**

Class 1, 2, and F Endorsements.

## **BRIEF COMPUTER CAREER HISTORY – Willie Peirson**

- Still host, maintain and update 2 business web sites.
- Made a web site for Flat Out Engineering – <https://www.flatoutengineering.co.nz/>
- Made a Basic web site for Appliance King – [www.appking.co.nz](http://www.appking.co.nz)
- Made the original websites for <https://abautoelectrical.co.nz/> and <https://dunedingoldsmiths.co.nz/>
- **University of Canterbury** – Currently was employed in the casual position of **IT Service Desk Assistant** that went from 14 February 2014 and finished on the 21 February.
  - Introduced students at the end of their enrolment to help them reset their password after they got their new Student Card and answering questions related to connecting onto “eduroam” the main student varsity wide wireless connection.
- **Signals Technology Solutions** – Sorted out systems, software problems, put in Smoothwall Linux Firewall (Now not used), Created Templates, Hard-coded a program for all computers to access the shared network files. Generally looked after the system and answered people’s queries regarding network or computer or software issues. Helped Manager make the network more secure and user friendly. Set up and created a Web Site for them [www.digi-net.co.nz](http://www.digi-net.co.nz).
  - Also have worked on Signals NZ new web site created by a web designer in Dunedin. [www.signals.net.nz](http://www.signals.net.nz)
- **Marine & Motorhome Ltd** – Fixed hardware issues, reset up network, helped to maintain systems, configured bar code reader for client to use with Visfleet.
- **Appliance King Limited** – Got rid of virus in Main computer. Speed up systems. Configured wireless network. Set up printers on laptops to enable them to print. Advised and set up and created a Web Site for them [www.appking.co.nz](http://www.appking.co.nz).
- **Fonterra / Mainland Product Ltd** - Was the first support help for the Bar Coding System for the Carton Labels. Diagnosed potential problems and advised Factory Manager or Site Manager then fixed them or safe guarded against them. Was on-call if Bar Coding System went down. Sometimes having to work through VNC to the Bar Coding Server to restart the print spooler or to check if the automated service had put updated data into SQL Server. Minimised any down time to the plant by finding ways around certain problems with the network.

## **CAREER HISTORY**

### **Day Shift Supervisor**

*Packit Packaging Limited*

*April 2015 to current, full-time: 40 hours per week*

#### *Responsibilities*

- Packing product.
- Looking after staff.
- Checking the quality of product and informing staff and Machine Setter of issues or faults.
- Checking material for injection moulding machines and in mould labels are high enough.
- Filling in Production Report.
- Filling in Machine Fault Reports
- Reporting to the Technical Manager and Production Supervisor of faults or issues within production or staff.

### **Packer**

*Fisher Meats Limited, (Omaz Limited)*

*December 2014 – March 2015, part time - casual: various hours per week*

#### *Responsibilities*

- Packer and QA on product I packed, including light weigh product or loose product.
- Helping fill the Thawing tanks at the end of the day
- Taking the weigh of each carton of product and marking it on the daily sheet, then using the fork lift to lift it to the second level.
- Unpacking Trucks with Frozen Meat Product in them onto pallets. Driving forklift and moving pallets ready for the weighs to be written for every carton.
- Helping in any other jobs, including vacuum packing product and the like.
- Helping with transition or Marrow Pies moving to Fishers Premises.
- Worked with Marrow Pies wrapping machine. Learnt to use machine by myself for short periods while operator sorted other orders or issues out.

## **Radio Technician**

*Signals Technology Solutions*

*September 2011 to November 2014, full-time: 40-50 hours per week*

*September 2010 to September 2011, part-time:*

### *Responsibilities*

- Installing Icom mobile radios and antennas into graders, diggers and 25-100 ton Trucks. Then testing them. Including VHF, UHF, ESB band. Also CB or PRS channels.
- Helping Customers with any questions related to radios, frequencies, or directing them to other technicians that can help them better.
- Working on the test bench, analysing and diagnosing faults on hand-held radios.
- Confirming product result for customer and informing them if item is to be repaired replaced or still in process waiting for parts etc.
- Advising Manager of any significant issues.
- Back up when required.
- Helping maintaining current office network of 5 PC's, 1 server and 3 laptops.
- Updating software and suggesting software to be installed upgraded or removed.

### *Achievements*

- I have learnt to use the test equipment and to diagnose faults on hand-held radios.
- Learnt the programming side of different brands of radios. Icom, Tait, Motorola, Kenwood, GME.
- Diagnosing and fault finding on aerials on vehicles with RT problems and then fixing them.
- Fixed some issues through business LAN and improved performance where we were able.
- Upgraded some workstation hardware.
- Being able to get things done in a timely manner or moving it to the appropriate person so to get the best result as quickly as we were able to so the customer could see their needs being met.

## **Installer**

*Marine & Motorhome Ltd*

*September 2009 to Feb 2010, full-time: 40 hours per week*

### *Responsibilities*

- Sole in charge of Shop when manager was away.
- Handling Repairs and enquires.
- Packaging items being sent away for service and then arranging courier to pick up to go to appropriate service agent.
- Entering invoices and consulting customers.
- Confirming product result for customer and informing them if item is to be repaired replaced or still in process waiting for parts etc.
- Advising Manager of any significant issues.

### *Achievements*

- Installing Automatic Vehicle Locaters (AVLs) into a fleet of 10 trucks and 1 4WD for Forestry Rooding Services. Making sure any issues were handled, and configured 3D bar code reader for the web-based service to scan the Road User Charges (RUCs) into their system.
- Replaced LCDs on hand-held Garmin GPS units.
- Diagnosed faults on small electronic devices and sent to appropriate service agent or repaired.
- Configured workplace LAN of 3 Client PCs and 1 server.
- Advised and sold various electronic products mainly to do with Marine or Motorhomes. The likes of Garmin GPS products, PLB (Personal Locator Beacons) and chart plotters.
- Installed and customised Motorhomes, Boats, and Caravans with Satellite Dishes, Freeview units, LCDs, Stereos, Invertors, Convertor, Batteries and Solar panels.

## **Customer Service Person**

*Harvey Norman (Electrical)*

*February 2009 to May 2009, full-time: 40 hours per week*

### *Responsibilities*

- Collecting service repair forms and customer care forms and then contacting appropriate service agent to arrange uplift or confirmation.
- Packaging items being sent away for service and then arranging courier to pick up to go to appropriate service agent.
- Entering "O" notes for all actions and filing paperwork.
- Confirming product result for customer and informing them if item is to be repaired replaced or still in process waiting for parts etc.
- Advising Customer Service Manager of any significant issues.
- Back up when required of other support staff.

### *Achievements*

- Helped to clear backlog of outstanding notes for repair jobs that had not been concluded in "O" notes in customer accounts.
- Helped to maintain a better standard and organisation in the repair bay and faulty bay so not to be have a larger than necessary backlog.
- Helped to provide a good standard of Customer Service, by being able to answer customer's questions about faulty equipment or working out with the customer the best option to pursue for them to achieve the best result for them.
- Being able to get things done in a timely manner or moving it to the appropriate person so to get the best result as quickly as we were able to so the customer could see their needs being met.

## **Foreman/Operator**

*Fisher Meats Limited*

*January 2009 to February 2009, full-time: 45 hours per week*

*April 2008 to June 2008, full-time: 45 hours per week*

### *Responsibilities*

- Being the Foreman/Operator of the R230 Multivac machine.
- Making sure that if maintenance was required on the R230 Multivac that the appropriate person knew and it was followed through.
- Finding out what was to running the next day and ensuring that we had the staff and web to be able to meet the day's production.
- Ensuring QA systems and MAF procedures that were in place were being adhered to.
- Making sure that the product had the correct web, best before date code, labels and cartons, and ensuring staff were packing correctly and with the right number of units per carton.

### *Achievements*

- Maintained good Production Yields and looked after paperwork from production runs.
- Put figures accurately into Excel spreadsheets from Crystal reports so Managers could see how much production and waste was produced for any production run.
- Identified cleaning requirements and took necessary actions to ensure compliance for MAF inspections with these.
- Implemented customised spreadsheet for Foreman/Operators for better time management with direct links to all forms that we use. That is the daily, weekly and monthly forms that monitor processes which inturn reduce the amount of down time for production.

## **Delivery and Installer**

*Appliance King Limited*

*June 2008 to December 2008, full-time: 40 hours per week*

### *Responsibilities*

- To deliver and install electrical appliances. This consisted of mostly white ware but also on the odd occasion LCD or Plasma insulations.
- To advise customers when we were able to mount a drier for them and when they required the services of a builder or the like.
- To mount driers onto walls when criteria was met.
- To organise and advise the customer when we were running late.
- To maintain the truck when required and to ensure COF, Registration and Road User Tax were up to date.

### *Achievements*

- Doing supervised repairs of electrical appliances.
- Utilising my IT skills and resolving Computer, Network and Printer issues.
- Created a new and improved web site for Appliance King.

## **Confectioner**

*Cadbury Confectionery Limited*

*September 2007 to December 2007, full-time: 40 hours per week*

### *Responsibilities*

- To ensure that my position was being done correctly and to advise the operator if there was any problems.
- To check that the correct web, Best Before Code and all packaging including cartons were correct.
- To make sure all products being produced always had a best before code and was sealed properly.
- Making sure I put the correct amount for each ingredient into mixes for the Muesli bars being produced.

### *Achievements*

- Helped to keep the smooth running of the production by ensuring best before dates were on product and cartons and correct for the day.

## **Bar Coding Administrator**

*Fonterra*

*September 2003 to August 2007, secondary role: when required*

### *Responsibilities*

- To ensure the smooth running of the Bar Coding System. This involved the carton label being correct for each of the 3 to 7 lines that are running with the correct label for the product and the correct best before dates.
- To make sure the EAN128 standards are correct for each carton label
- Being first person support with any problems to do with the Bar Coding System for the Carton Labels including software, hardware and fault diagnosing.
- To ensure that the Customer's separate requirements are met and are correct for the individual Carton Labels.
- To report any underlying possible problems and possible solutions to either the Factory Manager or Site Manager.

### *Achievements*

- Ensured the smooth change over from the BPCS system to SAP.
- Made sure systems stayed on-line and functioned properly that minimised any down-time through good management and being on-call to enable problems to be fixed as soon as possible.
- Made sure the maintenance was kept up with the 11 Thermal Labellers I was in charge of.
- Because of changes to the system and continuing problems I created a stand-alone system that worked almost flawlessly for the last 8 months of Fonterra Dunedin (Mainland Products).
- Helped to develop Carton Label for Japanese market. Half of the carton label was in Japanese and the other half in English. Also best before date was different layout than for English date format.
- Provided user support, expert knowledge, seamless problem resolution, input into maintenance and enhancement of the system, documentation and training.
- Support the implementation and transition process for application changes to the Bar Coding System.
- Identify user-training requirements, develop training plans, and conduct user training.

## **Machine Operator**

*Fonterra / Mainland Products Limited*

*November 2002 to August 2007, full-time: 42.5 hours per week*

*November 1994 to May 2001, full-time: 42.5 hours per week*

### *Responsibilities*

- To maintain and look after lines of production and because of experience to help other machine Operators fix faults on multivac machines.
- To fix broken wires on any of the cheese cutting frames that broke, and by adjusting the cutter to minimise any breaking.
- To make sure correct procedures are being carried out, to ensure correct product has correct web and labels on product, and a supervisor or another operator has done the double check and verified by signing the run sheet.
- Changing Machines over to run different sized product. For Example 500g to 250g product, or 500g to 1kg product.

### *Achievements*

- Minimised down-time on machines by doing maintenance on multivac's as well as talking to Engineers to ensure smaller faults do not become larger problems.
- Sometimes we had to adjust stroke lengths of some machines to use reject webs when we had run out of webs for a particular product.

## **Machine Operator**

*Meadow Fresh Cultured Food Products*

*May 2001 to September 2001, full-time: 40 hours per week*

### *Responsibilities*

- When operating the cream cheese machine to ensure that the weights were right every 15 minutes, as the product weight had to be adjusted depending on the temperature. That is if you had a stop you had to adjust it when you start it up as well as after you get it going.
- To ensure that the correct procedures are being carried out so every bit of the machine was cleaned that the product had been in contact with.

### *Achievements*

- Getting good yields from the product by constantly keeping a good eye on the individual weights.