

Dharma Gopalakrishnan

Research Assistant

dharmagopalakrishnan27@gmail.com

0211881918

I am a psychology graduate with experience in quantitative and mixed-methods research, behavioural insights, and academic support. I apply strong analytical skills, documentation accuracy, and evidence-based decision making to support data collection, cleaning, analysis, and reporting. I enjoy contributing to research that improves understanding of human behaviour and supports meaningful outcomes.

Auckland / Tāmaki Makaurau, New Zealand
/ Aotearoa

linkedin.com/in/dharmagopalakrishnan

SKILLS

Literature Review & Synthesis Data Collection Quantitative Analysis (SPSS, Excel) Thematic Analysis
Participant Recruitment & Ethics Compliance Research Documentation & Reporting Behavioural Insights & Evaluation
Academic Support & Student Guidance

WORK EXPERIENCE

Kaiawhina Hauora / Executive Assistant

Auckland PHO

02/2026 - 05/2026

Achievements/Tasks

- Coordinated health-sector documentation with 99% accuracy, supporting compliance across clinical and administrative workflows.
- Managed data entry and reporting for community health initiatives, improving turnaround time for monthly reports by 40%.
- Supported stakeholder communication across multidisciplinary teams, ensuring timely information flow for programme evaluation.

Teaching Assistant in Psychology

Auckland University of Technology

02/2023 - 12/2025

Achievements/Tasks

- Supported academic delivery for 200+ students through structured guidance, assessment marking, and feedback aligned with APA standards.
- Applied behavioural insights to help students improve learning outcomes, contributing to a 15% increase in assignment pass rates across supported cohorts.
- Ensured documentation accuracy across grading and moderation processes, reducing marking discrepancies by 30%.
- Assisted with small-scale research tasks including data cleaning, coding, and literature review support for course-related projects.

Customer Care Specialist

2degrees

08/2021 - 12/2021

Achievements/Tasks

- Analysed customer behaviour patterns to identify service gaps, contributing to a 12% improvement in resolution efficiency.
- Documented case data with high accuracy, supporting internal reporting and quality assurance processes.
- Communicated complex information clearly to diverse audiences, strengthening customer engagement and satisfaction.

Customer Service & Operations Support

Winstone Wallboards (GIB)

01/2022 - 12/2022

Achievements/Tasks

- Managed operational documentation and data accuracy for logistics workflows, reducing processing errors by 25%.
- Coordinated cross-functional communication to support timely delivery and inventory reporting.
- Contributed to process improvements that enhanced workflow efficiency across the operations team.

PERSONAL PROJECTS

SnugLoomNZ — Independent Creative Micro-Business (01/2025 - Present)

- Founded a small textile craft venture producing knitted and loom-woven items.
- Applied structured documentation to track patterns, materials, and production time.
- Used informal surveys and customer feedback to evaluate product preferences and improve design iterations.
- Highlights initiative, data-informed decision making, and process accuracy.

EDUCATION

Master of Arts in Psychology

Auckland University of Technology

02/2023 - 02/2025

Courses

- Thesis: Cognitive dissonance, environmental impact, and pro-environmental decision making. Mixed-methods design including survey development, behavioural analysis, thematic coding, and statistical interpretation.

Bachelor of Arts in Psychology

Auckland University of Technology

01/2019 - 06/2021

Courses

- Coursework included research methods, cognitive psychology, behavioural science, and statistical analysis.

ACHIEVEMENTS

Improved grading consistency by 30% through structured moderation processes.

Increased student pass rates by 15% through targeted academic guidance.

Reduced reporting turnaround time by 40% in health-sector documentation workflows.

INTERESTS

Behavioural research and evaluation

Environmental and social psychology and decision-making

Environmental sustainability and education kaupapa

Textile craft & design (SnugLoomNZ)

Fragrance layering and sensory aesthetics