

Adam McCavana

👤 Profile

I am a motivated Software Engineering student with a Foundation Degree in Computing and a solid foundation in programming and Software Development. My experience as a Support Analyst has sharpened my problem-solving and analytical skills, complemented by years of teamwork in both IT roles and other positions. Eager to further apply my knowledge and gain hands-on experience. I am excited to continue my learning journey with a Software Engineer Placement.

💼 Employment History

Customer Advisor at Henderson Retail, Larne

August 2023 — Present

Utilise Point of Sale (POS) and Handheld Database Systems to process transactions accurately and efficiently

Manage the intake of orders demonstrating proficiency in data entry and order processing Apply problem-solving skills to address customer inquiries, resolve issues, and provide timely solutions

Deliver high-quality customer service by actively listening to customer needs

Support Analyst at Capita, Newtownabbey

July 2024 — September 2024

Answering and resolving customer queries and questions

Providing first-line fixes for customers when possible

Log incidents and requests ensuring accurate processing

Ensuring customers are kept updated on the status of their queries

Managing personal workload and tasks alongside the Team queue

Working following company policies, procedures, and standards

Placement Student, Henderson Technology, Templepatrick

February 2024 — May 2024

Effectively navigated technical issues and provided resolutions throughout various projects

Demonstrated strong client communication skills by effectively conveying technical information and troubleshooting steps to clients

Gained hands-on experience in providing first-level support to end-users

Collaborated with cross-functional teams to address escalations, contributing to successful project outcomes

Applied analytical skills to identify the root causes of issues

Various roles at Various Employers,

May 2013 — August 2023

6 years at Henderson Wholesale

3 months at Wincanton PLC

2 years at KFC Larne Warehouse Assembler/Operator & KFC Team Member

Details

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Links

[LinkedIn/adammccavana](#)

Education

Bachelor's degree in software engineering, University of Ulster,

January 2024 — January 2027

Modules Include: (Results Pending)

- Software Product and Process Management
- Algorithms and Data Structures
- Software Testing
- Server-Side Development
- Systems Security
- Computer Networking

Foundation Degree in Computing (FdSc), Northern Regional College,

January 2022 — October 2024

Average Mark: 85%

Modules Include:

- Programming I (Python) 90
- Programming II (Java) 94
- Mathematics for Computing 98
- Cyber Security 88
- Software Project Development 86
- Work Based Learning 88
- Web Applications Development 85
- Interactive Web Authoring 73
- Database Systems 77

Certificates Achieved:

- ITS Certificate – Python
- ITS Certificate – HTML and CSS
- Cisco – Introduction to Cybersecurity

BTEC Level 3 in IT, Northern Regional College,

January 2016 — January 2017

BTEC Level 3 in IT - D*D*



Skills

Windows OS: Extensive experience with Windows 7, 10, and 11, supported by hands-on work as a Support Analyst in two roles. At Capita, I provided support for schools across Northern Ireland via the C2k helpdesk, assisting users with Windows-based systems

Programming Languages: Knowledge of Java, Python, C#, HTML, JavaScript, Bootstrap, SQL, and PHP through past and current studies

Frameworks/Technologies: Bootstrap, React, Django, TailwindCSS

Databases:

Tools:

Problem-Solving: Strong aptitude for analysing complex issues and providing effective, efficient solutions. Proven ability to approach challenges with a logical and systematic mindset, particularly in my roles as a Support Analyst and during the various software development projects which included troubleshooting and debugging pieces of code

Teamwork: Proven experience working collaboratively in both academic projects and across professional environments. During my time at Capita and Henderson Technology, I worked closely with other teams to resolve issues, ensuring deadlines were met and to ensure the project was completed successfully. I am confident in my ability to communicate effectively, supporting team goals

Adaptability and willingness to learn: Enthusiastic when learning new technologies, demonstrated ability to learn quickly within my experiences at Hendersons and Capita, specifically due to both Hendersons supporting an in-house program and Capita expanding to supporting Windows Apps on school systems. The ability to excel at both roles shows my adaptability and highlights my commitment to continuous learning

Example Projects

Study Aid Software (C#): Created an educational tool as part of my Foundation Degree for secondary school students struggling with the concepts of area and volume. Utilised Windows Forms to develop the app in C#, which provided different access levels for students and staff. Staff could edit quizzes, and students could complete and store results.

Web App for Vehicle Inspections: Designed a Web Application using HTML, CSS, JavaScript, and PHP to replace a paper-based vehicle inspection form. Implemented functionality to store inspection data in a database, enabling users to view past records. The app made use of session handling to ensure smooth data transfer across multiple pages before final submission.

AS Levels, Larne Grammar School

January 2007 — January 2015

AS Levels:

Environmental Technology(B),
Applied Science (B), ICT (C),
Psychology (D)

GCSEs:

9 A-C including Maths (A), ICT(A),
Spanish(A) and English(B)

References

[Available upon request]