

## **CURRICULUM VITAE – Kevin Walton**

### **PERSONAL DETAILS**

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**Name:** Kevin Walton  
**Address:** 1 Holywell Green, Swords, Co. Dublin  
**Telephone:** 086 849 4523  
**Date of Birth:** 21<sup>st</sup> October 1978  
**Drivers License:** Full clean drivers license

### **CAREER TO DATE**

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#### **Current:**

I am currently working towards my Full-Stack Software Development diploma with the Code Institute, while recently, having completed my BA Degree in Information & Library Studies in UCD.

I possess a wide spectrum of previous experience in a variety of roles, from office IT call-centre, to hi-tech factory based manufacturing and landscape labouring. I have excellent communication skills and work well in a team environment, while being equally capable of using my own initiative.

#### **September 2015 – Ongoing**

##### **Full Stack Software Development Diploma – Code Institute.**

Academic Tutor for 2<sup>nd</sup> year module in UCD, in Digital Competency.  
Completed BA Degree – Information & Library Studies with English.

#### **Febraury 2014 – December 2014**

#### **Fujitsu (contract for Irish Water)**

##### **Position: IT Service Desk - Contractor**

##### **Responsibilities:**

- Dealing with all customer queries and allocating jobs to relevant sections
- Adding new clients to the system and keeping information up-to-date

- Basic IT issues resolutions
- Tracking and Monitoring response times – SLA's

**June 2006 – December 2013**

**BT**

**Position: IT Customer Service Helpdesk – Contractor**

Our division handles all calls and emails from civil servants with the Department of Jobs, Enterprise and Innovation – we log calls on our in-house systems (QSM & Silverback) and follow-up on actionable tickets, to ensure satisfactory resolution of issues.

Responsibilities:

- Authorising and releasing of confidential emails to the department of jobs, enterprise and innovation
- Adding new clients and updating existing clients on the system
- Dealing with all customer queries and allocating jobs to relevant IT engineer
- Monitoring off-site servers to detect IT issues or failures for various semi-state bodies

**March 2006 - May 2006**

**Crosson Motors**

**Position: Service Advisor - Temp**

Responsibilities:

- Allocation of jobs to the workshop and work schedule planning
- Dealing with all customers queries
- Handling of cash

**April 2004 - January 2006**

**Minardi - Formula 1, Italy**  
**(Scuderia Toro Rosso)**

**Position: Chief Model Maker - Permanent**

Responsibilities:

- Wind tunnel testing
- Pre-fitting and model build
- Basic aerodynamics
- Parts inventory
- Minor composite lamination
- Structural bonding (wing construction for car)
- Spray painting

- Model shop management on a day to day basis

**August 2003 - February 2004**

**Australia (travelling)**

**March 2001 - July 2003**

**Mc Landscapes**

**Position: Landscape Paver - Permanent**

Work Involved:

- Labouring, construction, cobble locking, water features, fencing and tree felling

**November 2000 - March 2001**

**Vodaphone, Dublin 2**

**Position: Customer Service Representative**

Responsibilities:

- Dealing with all customer queries
- Chasing Invoices
- Relaying account information

**May 2000 - October 2000**

**Hertz, Co. Dublin**

**Position: Accounts Assistant**

Responsibilities:

- Invoicing
- Dealing with refunds and direct debit

**November 1999 - April 2000**

**APC Dublin, Co. Dublin**

**Position: Electrical Operative**

Responsibilities:

- Manual Assembly - building UPS systems and general warehouse duties

**August 1999 - October 1999**

**Citibank, Dublin 1**

**Position: Customer Service Representative - Temping**

Responsibilities:

- Dealing with all customer account queries
- Problem Solving

**July 1997 - July 1999**

**Movie Magic, Co. Dublin**

**Position: Sales Assistant - Permanent**

Responsibilities:

- Dealing with customers face-to-face on daily basis
- Handling of cash
- Stock taking
- Key Holder (opened & closed each day)

## **EDUCATION DETAILS**

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**3<sup>rd</sup> Level:**

Currently: BA Degree UCD

**3<sup>rd</sup> Level:**

2015: Adult Access Programme UCD

**Secondary:**

1997: Pobal Scoil Iosa, Malahide  
Leaving Certificate - Honours

## **RELEVANT INFORMATION**

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**Computer Skills:**

Multiple OS fundamentals (Windows, Mac & Linux). Microsoft Office suite, various in-house applications & packages. Front-end (HTML5 & CSS3) development.

**Interests / Hobbies:**

Enjoy reading, creative writing, puzzle solving, crosswords, football, darts and poker.

## **REFERENCES**

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**References:**

Ms. Emma Anglim - Manager  
Brightwater Support Services  
Ph: 01 662 0300

Mr. Martin Phelan – Manager Tech Services Group  
BT  
Ph: 086 257 7492

Mr. Graham Brooke - Quality Control Manager  
Minardi, F1 / Scuderia Toro Rosso  
Ph: 00 39 0546 696 111

Dr. Crystal Fulton  
Associate Professor  
Director of Research, Innovation, and Impact  
School of Information & Communication Studies  
University College Dublin  
Crystal.Fulton@ucd.ie | (t) (01) 716 8394