

Alexander Burns
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H54 WC61
Ireland

Alexander Burns

Software Support Technician

Education

2014 - 2015, Limerick College of Further Education

Ordinary Certificate in Computer Systems and Network Maintenance

2015 - 2017, Limerick Institute of Technology

Higher Certificate in Software Development

2019 - 2020, Galway-Mayo Institute of Technology

Ordinary BSc in Software Development

Experience

February 2022 - present, *Support Technician L1, WP Engine*

At WP Engine I am part of the customer technical support team for Europe Middle East, and Asia. My responsibilities include:

- Assisting customers with various WordPress and hosting related issues, troubleshooting their problems through chats, calls and tickets.
- Answering any questions customers may have about the platform, and providing additional sources of information as needed.
- Forwarding queries or issues onto other departments of the company when required, and relaying any information back to the customer(s).

September 2021 - February 2022, *Software Support Technician, Retail Solutions*

At Retail Solutions I was part of the software support help desk team. As a member of this team, my role was to provide customer facing software support to the various sites using our solutions. My responsibilities include:

- Contacting customers by phone or email, and helping them resolve any software issues they are having with our products.
- Answering customer queries relating to our software products.

August 2020 - December 2020, *Customer Assistant and Cashier, Caesar's Palace, Salthill*

At Caesar's Palace I was one of three night-shift customer assistants and casino cashiers. My responsibilities included:

- Answering any queries that customers may have had about the available games.
- Handling pay-ins and pay-outs made by the customer.
- Counting up cash at the beginning and end of shift.
- Ensuring that the casino's game floors remained clean, tidy, and that customers followed Covid-19 regulations.

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Skills

Programming

- Java
- MongoDB
- C#
- Unit Testing
- Python
- C/C++
- TypeScript
- SQL
- JavaScript

Software

- Windows
- Linux
- Microsoft Office
- Latex
- WAMP
- Visual Studio
- Git
- Unity
- Heroku

APIs / Frameworks

- Django
- Vulkan
- OpenGL
- NextJS
- React

Interpersonal

- Teamwork
- Customer Service

Github

<https://github.com/Jharopa>

Personal Website

<https://alexander-burns.com>

Interests

Professional

Desktop Application Development, Web Development, Software Design and Architecture, Customer Facing Roles, Customer Service.

Personal

Guitar, Video games, Cooking, Reading, Graphics Programming.