

Alexander Burns
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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

September 2021 - present, *Software Support Technician, Retail Solutions*

At Retail Solutions I am part of the software support help desk team. As a member of this team, my role is 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.
- Walking customers through how to resolve simple hardware issues that do not require an engineer to be on site.
- Installing and maintaining any proprietary/third party software run on hardware within a given customer site.
- Acting as go between for the customer and third party software vendors when necessary to resolve customers software issues.

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.

June 2018 - July 2020, *Shop Assistant, Spirit Healing Angel Shop, Tuam*

At Spirit Healing I fulfilled several different roles. My responsibilities included:

- Taking in new stock orders and delivers.
- Handling the shipping out of online orders.
- Ensuring the costumers enjoy their experience in store.
- Reported to a manager who set your hours and tasks.
- Greeting customers and assisting them with any queries.
- Reporting complaints to a manager/supervisor.
- Ensuring the store's stock is constantly replenished.

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Skills

Programming

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

Software

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

APIs / Frameworks

- Django
- NextJS
- Vulkan
- React
- OpenGL

Interpersonal

- Teamwork
- Customer Service

Github

<https://github.com/Jharopa>

Interests

Professional

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

Personal

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