

Kenneth Chiu

Self-Taught Software Developer and an inspired Mathematician

About Me

An adaptable individual who is passionate in enriching lives through technology whilst keen on learning how it impacts positively in our lives. I love to open opportunities for everyone so they can unlock their potential and exceed whilst driving for results. After I completed my studies in BSc Mathematics; I am currently perusing a career in Software Engineering. My keen interest in sports has also led me to represent as a captain for my club in Taekwondo and Handball too.

Hobbies and Interest

- · Motorsport and Go Karting
- Black Belt in Taekwondo (Represented in regional competitions)
- Handball Goalkeeper (Represented in Regional competitions)
- Web Designing



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https://kenny-chiu.netlify.app/

Experience

Present

July 2022

March 2020

September 2019

2017

April

Apple Retail - Specialist (Brent Cross)

Description

- Enriching lives by finding Apple
 Product Solutions to customers for their industrial, creative, personal or professional use.
- Ability to work under pressure and making on the spot decisive solutions whilst maintaining high levels of customer experience.
- Tech Savvy in Apple and third-party products to offer critical solutions to support troubleshooting or creating new ownership of products

Top Accomplishments

- Consistently reached top 5 employees within the store in total revenue including AppleCare+, Business Revenue and Trade ins.
- Achieved over 90 NPS Feedback with average 50-60 Comments since joining using Apple Steps of service.
- Recognised by the leadership team on my commercial performance and mentoring other Specialists to unlock their potential

LEGO Retail – Sales Associate (Flagship Leicester Square

Description

- Delivering outstanding customer experience by portraying a professional, gracious and engaging manner
- Safely and efficiently operate the store stockroom by assisting in receiving merchandise whilst abiding safety regulations and management of shortage situations

Top Accomplishments

- Consistently achieving 95% NPS Monthly
- Recognised from management on exceeding store goals and training new colleagues to ensure their confidence on the shop floor
- Achieved 100% in Mystery Shopper Challenge by using LEGO's steps of service.

Explore Learning – Part Time Tutor (English and Maths)

Description

- Building a rapport with younger generations to unlock their potential
- Redefining how Mathematics can be so important in today's world and what opportunities can open up from it.

Top Accomplishments

- Recognised from everybody for my ability to adapt and use different learning techniques to support everyone's learning.
- Recognised for support other tutors with my mathematics knowledge in complex math problems.

Education

University of Greenwich
Second Class Honors in BSC Mathematics

A levels

Mathematics (A)
Further Maths (A)
Product Design – Graphics (B)

GCSES

5A*, 4A, 2B A* in Mathematics A in Additional Mathematics B in English Language

Technical Skills

Good Knowledge in: HTML CSS JavaScript

Microsoft Office Word, PowerPoint and Excel

A basic knowledge in: React.JS Discord.JS Node.JS

Skills

Tech-Savvy
Organisational Savvy
Drives Results
Time management
Action Oriented
Customer Focused
Team Player
Effective Communicating
Problem Solving
Mathematical Mindset

References Available on Request