



Contact

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Address

18 Westcott Street,
Eastlakes NSW 2018

Education

2024

CS50 (Numerous Certificates)

Harvard University

2023

Proficiency in Programming (Java, JavaScript, Python, +5)

Mosh Hamedani

2023

Higher Schools Certificate

Fort Street High School

Expertise

- Technical Support
- Software Engineering
- Hardware R & M
- Retail and Customer Service
- Proficiency with Apple products

Byron Whitely

Retail Technical specialist

Summary

A motivated and detail-oriented technical specialist seeking a specialist position at Apple Australia. With hands-on experience in software development, customer service, and technical support, I aim to leverage my skills and enthusiasm to contribute effectively to the Apple team. I am approachable and a natural problem solver, which helps me listen and empathise with customers and deliver an excellent customer experience.

Career History

May 2024 - Current

Westpac Banking Corporation

Software Engineer and Technical Specialist

Since the beginning of May this year, I have been doing part-time work for Westpac on Kent Street. I am part of the Java-dedicated website testing team, within which I have been writing Java code.

- Learnt a new programming language in 3 days to a level of professional use
- Developed 8 programs according to dynamic requests including 7 individual request amendments and 4 live demonstrations
- Engaging in technical support for 4 MacOS users in the team

December 2020 - Current

D & A Consulting

Assistant Tax Agent and Technical Specialist

Additionally, I have been working part-time for a tax agency company. I assist with customer bookkeeping and communication, in combination with organising all technology related to the business.

- Interacting with 4 customers on a daily basis in both a personal and business context
- Organising hundreds of excel documents and other financial data sets for the preparation of Profit and Loss Statements, Tax returns, Business Activity Statements, and more
- Organising the purchase, installation and maintenance of 40+ advanced technological systems and devices, including 5 Apple products

November 2023 - May 2024

DataMeet - Client: South Sydney Football Club (Rabbitohs)

Software Engineer and Technical Specialist

I worked for 6 months at Datameet, a contracting company working with the Rabbitohs NRL club in Heffron. I developed internal websites to track KPIs and other statistics and provided assistance with technical needs.

- Learnt more than 10 languages, 5 of which were used on a daily basis to create 3 websites
- Interacted with 3 teams within Rabbitohs to coordinate meetings and engage in technical assistance

November 2021 - November 2022

Target Australia

Retail Sales Associate

I worked for 12 months at the Target retail outlet in Westfield. My main positions were assisting customers with checkouts and greeting new customers at the door.

- Extensive knowledge of the store's 12+ areas and respective products
- Guided thousands customers based on their needs and requests to their desired area or product
- Ensured positive customer service as the first impression of the store

February 2020 - May 2020

McDonalds - Domestic Airport

References

Peter Stanley

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Westpac Banking Corporation

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Daniel Whitely

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