



# Byron Whitely

## Retail Technical specialist

### Objective

A motivated and detail-oriented technical specialist seeking a retail 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.

### Contact

#### Phone

+61 481 205 112

#### Email

whitely.byron@gmail.com

#### City

Sydney

### 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

### Carreer History

#### 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 programs according to dynamic requests including numerous amendments and live demonstrations
- Engaging in technical support for MacOS users in the team

#### 2021-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 customers on a daily basis in both a personal and business context
- Organising excel and other financial data for P&Ls, Tax returns, BAS, and more
- Organising the purchase, installation and maintenance of all technological needs, including numerous Apple products

#### 2023-2024

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
- Interacted with teams within Rabbitohs to coordinate meetings and technical assistance

#### 2021-2022

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 layout and products
- Guided customers based on their needs and requests to their desired area or product
- Ensured positive customer service as the first impression of the store

### References

#### Daniel Whitely

Chief Accountant and Tax Agent  
D & A Consulting

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#### Peter Stanley

Chief Manager of Website Testing  
Westpac Banking Corporation

Phone: 04 whatever

Email: his email