

Michael Whelan,  
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## Career History:

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### Apple

**July 2017 - July 2018, July 2019 – June 2020**

- Tier 1 technical advisor - answering incoming calls from customer's and dealing with a range of issues from account security to general troubleshooting.
- Updating customer records and logging cases accurately.
- Originally supported EMEA regions but was trained to support AMR regions after four months which required knowledge of different legal protocols and operating procedures.
- This position involved working from home which required a lot of discipline and use of initiative to resolve issues in a timely manner whilst also following protocol.
- Escalating to the correct departments when needed to do so.
- Weekly training was provided to keep up with the ever-changing policies and internal articles.
- Customer satisfaction was very important to me, this is reflected in the surveys I received from customers throughout the year.
- 2020 AppleCare Excellence Award winner for performance.

### The Lantern, Bar and Lounge

**June 2007 – 2015**

- Began collecting glasses, doing stock, sorting empty bottles, cleaning up after hours.
- Progressed onto general bar work and also led to some light managerial duties.
- Managerial duties included ordering and processing of stock, handling large amounts of money and opening and closing of the premises.

## Education:

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### Third Level Education:

**Galway-Mayo Institute of Technology,**

B.Sc. Computing & Digital Media (Level 8 Hons)

**Classification:** Second Class Honours Grade 1

**Key Subjects:** Secure Web Applications, Software Testing, VR & AR Reality, Advanced Databases, Data Representation and Querying

**(2019 - 2020)**

**Galway-Mayo Institute of Technology,**

B.Sc. Computing & Digital Media (Level 7)

**Classification:** Merit Grade 1

**Key Subjects:** Web Development, Database Management, JavaScript, Java, Mobile Web Applications Development, Mobile App Development

**(2016 - 2019)**

### Secondary Education:

Tullamore College,

Riverside,

Tullamore,

Co. Offaly,

**(2003-2009)**

**Qualifications:** Leaving Certificate. 410 points accumulated

### IT Skills

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- Knowledge of HTML, CSS, JavaScript, PHP, Java, ionic, Angular
- MySQL
- Obtained E.C.D.L.
- Microsoft Office: Word, PowerPoint, Project, OneNote
- Proficient in Apple's iOS
- Undertook elective training whilst employed at Apple in Mac OS and Windows OS

- Adept at the use of Adobe Products (Photoshop, Illustrator, Premier Pro, InDesign, After Effects)

## **Personal & Professional Skills**

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- Able to prioritise tasks and manage workload effectively
- Having a passion for customer service
- Highly adaptable and able to pick up new techniques
- Can quickly understand business requirements and translate these into functional requirements
- Ability to work on projects in a fast-paced, deadline driven environment
- Great interpersonal and communication skills, able to easily interact with fellow developers and customers alike

## **Interests and Activities:**

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- Web Development
- Computers and their inner workings
- Gaming
- Learning is a major interest, I'm fascinated by new coding languages and frameworks

**References available on request**