



SHANE CURTIS

FULL STACK SOFTWARE DEVELOPER

PROFILE

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Phone Number

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Website

<https://shanecurtis84.github.io/React-Portfolio/>

Email Address

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Github

ShaneCurtis84

HOBBIES

Music

Travel

OBJECTIVE

A proactive and organized individual with years of experience in providing technical support and teaching others to use computers seeking an Entry-Level Software Engineer position while completing a Full Stack Web Development Bootcamp with the University of WA.

WORK EXPERIENCE

Apple inc (Perth WA)

Level 2 Technical Support Specialist

(January 2017 - December 2020)

- Answer inbound and outbound calls providing technical assistance for products in the Apple range.
- Achieve and maintaining standards in line with KPIs.
- Taking ownership of higher escalation calls.
- Processing refunds and handling appeasements
- Assisting team manager with training during team meetings.

RAC Distribution (Perth WA)

Inbound Sales Consultant

(May 2016 - November 2016)

- Answer inbound enquiries from customers in a timely manner to ensure member satisfaction.
- Building and retaining rapport with customers .
- Achieve and maintaining standards in line with KPIs.
- Achieve sales targets on all product lines.
- Lead generation to assist with other areas of the business.

Epion Mabuchi (Osaka Japan)

English Teacher

(November 2014 - March 2016)

- Planning original lessons customised to the needs of each class.
- Participating in the planning and execution of seasonal events.
- Parents/Teacher meetings and attending teacher meetings to rene curriculum.
- Relief work for other teachers.

Canada Drives (Vancouver BC)

Customer Service Supervisor

(January 2014 - October 2014)

- Direct and monitor activities of assigned staff including goal-setting, performance management. coaching, training, and development plans to develop an effective team with a strong customer focus.
- Determine scheduling and stang needs to maintain service levels objectives.
- Share information with staff, review team progress, and establish relationships with other teams to improve the knowledge base.
- Reducing time on escalated inquiries

JB Hifi (Perth WA)

Sales Assistant (Information Technology)

(September 2009 - January 2014)

- Providing high level of customer service to customers. - Responsible for achieving store performance targets.
- Motivating sales staff to achieve their targets.
- In-store merchandising
- Stocktaking
- Cash Handling

EDUCATION

University Of Western Australia

Full Stack Web Development Bootcamp

(February 2021 - September 2021)

SKILLS

Javascript

Express

GraphQL

MySQL

HTML

Bootstrap

Node JS

React

Mongo DB

Jquery

CSS

Bulma