



# SHANE CURTIS

## FULL STACK SOFTWARE DEVELOPER

### PROFILE

**Address**

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**Phone Number**

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**Website**

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

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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

**Seqta Software**

IT Help Desk

(April 2020 - August 2020)

- Providing phone/email and chat support to users of the Seqta software suite.
- Investigating technical issues and bugs and providing timely resolution to these issues.
- Performing updates and deletions to the school's MySQL database.
- Assisting developer team with suggestions on improving application features.

**Apple inc (Perth WA)**

Level 2 Technical Support Specialist

(January 2017 - December 2019)

- 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