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Galway, Ireland



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SKILLS

Customer Service

Negotiation

Communication

Problem Solving

Decision Making

Teamwork

Planning

HTML

CSS

JavaScript

Python

LANGUAGES

English - Native



Portuguese



INTERESTS

Rugby

E-commerce

Languages

Travelling

Hiking

Technology

Mark Walsh

Customer service expert with over 14 years of experience.

Highly motivated, tech-savvy professional with over 14 years of customer service experience. Very enthusiastic and self-motivated person with a proven record of being able to adapt and succeed in any role.

WORK EXPERIENCE

Product Builder Boston Scientific

09/2018 – 07/2019

Galway, Ireland.

Achievements/Tasks

- In charge of the final inspection of drug-eluting stents, ensuring that there were no defects before being packaged and distributed around the world.

Contact: Frank Jennings – 0862710033

Private English Teacher Self-employed

01/2014 – 07/2018

São Paulo, Brazil.

Achievements/Tasks

- Designed and developed tailor-made General English, Exam Preparation and Business English courses according to learners' needs and requirements.
- Supported regular long-term students as they prepared for and achieved high results in both academic (IELTS) and professional (B1 Business Preliminary) English exam.
- Managed both the academic development and the business, marketing and finance aspects of my work. Efficiently pitched to and negotiated with both companies and individual students in both English and Portuguese.

Language Instructor Berlitz Brazil

08/2013 – 02/2018

São Paulo, Brazil.

Achievements/Tasks

- Delivered both syllabus based and tailor-made classes with an emphasis on communication, developing verbal fluency and interaction and fostering a genuine interest and a sense of fun in learning English.
- Specialised in Business English and designed and delivered courses based on Advertising, Business Negotiations, Job Interview Preparation and CV Development and International Event Presentations.
- Gained an insight into the systems and procedures of a busy language school in particular the booking system.

Contact: Gabriela Miranda – +55 11 5505-8184

Manager Boylesports

09/2007 – 12/2012

Camden St. Dublin.

Achievements/Tasks

- Handled, prioritised and problem-solved multiple tasks associated with the staffing of 15 betting shops.
- Proactive in building a strong and trusted team in our workplace.
- Improved communication with local businesses, held promotional campaigns to increase business and successfully reached and surpassed our yearly targets.

Contact: Jackie Lawlor – +353 42 939 3000

EDUCATION

Diploma in Full Stack Software Development Code Institute

03/2019 – Present