Tom Ainsworth

https://github.com/Tom-Ainsworth - https://www.tomsdrumlessons.com/
tomainsworth94@gmail.com - 07528408295

Full Stack Developer

A junior developer with

Technical Skill Set

Technologies	Databases	Frameworks / Libraries	Version Control
● JavaScript	Not done yet	● Bootstrap	● Git
● HTML5			
● CSS3			
● Python			

Professional Experience

Apple inc   **2021 – Present**
Technical Specialist

It is my responsibility to book, test and diagnose customer device problems, including hardware, software and environmental issues.

- Build and repair lasting customer relationships by exceeding expectations with technical support.
- Booking and managing appointments through the internal Concierge app for iPadOS
- Communicating repair details to customers, minimising jargon. Empowering customers to troubleshoot themselves in future.

Tech Stack
- **Conceirge - internal booking system for appointments**
- **EasyPay - internal payment system for transacting customer repair costs**
- **MobileGenius - Database and diagnostics console to handle appointments efficiently**

Tom's Drum Lessons - Self Employed   **2017-Present**
Owner & Educator

It is my responsibility to manage and operate the business from sourcing leads, managing payments, teaching lessons, scheduling and everything in between.

- Dealing with ambiguity to deliver lessons in several learning styles to suit the student
- Sourcing and converting leads into paying weekly customers through web traffic and word of mouth.
- Website management including analytics, design, content and maintenance
- Booking and handling lesson payments for new and recurring students
- Booking and managing studio hours through Pirate.com
- Lesson planning
- Inventory management for student equipment such as sticks, books and ear protection.

Apple Inc   **2016-2021**
Specialist

It was my responsibility to deliver the full solution to customers. This including hardware, software and services, to get them setup for the entire lifecycle of their product

- Strong communication skills to deliver the complete Apple solution.
- Inventory management
- Mentoring
- Helping the team improve performance metrics via NPS, sales and services.
- Technical knowledge of MacOS, iOS, iPadOS and all 3rd party integration with Apple products.
- Strong empathy to align with customers, and de-escalate complaints.

Education and Training

Education:

2021-2022	Code institute - Diploma in Software Development
2015-2016	University of West London - MMuS in Popular Music Performance
2012-2015	Coventry University - BA Hons Music Performance

Technical Courses Completed:

Other

- **Drumming - I love music in general but anything with a solid drum beat on it**
- **Trainers - I love collecting, wearing and selling them!**
- **Reading - Hooked on the Rivers of London series**
- **Gaming - I've been playing on consoles for as long as I can remember, RPGs and shooters mainly**

References are available upon request.