

ADAM O'MAHONY

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PROFILE

I am currently seeking full or part time work within the area of Co. Waterford. I possess excellent soft skills when dealing with customers on behalf of the clients I have worked with. Comfortable working with all age groups. Great communication capabilities and telephone manner. Calm and collected when working within fast paced or stressful environments. Outstanding at organization, data entry and internet based technologies. Adept at using intuition and perseverance to work independently or within a team.



PROFESSIONAL EXPERIENCE

- Voxpro Dublin Office. 05/2015-10/2016** In summer of 2015 I began working within Voxpro specifically on the Nest contract (Google owned company), this entailed working directly with customer's assisting them with issue's regarding Nest products. As a technical role I quickly rose through the ranks to become a Senior Technical Support Specialist which in turn lead to responsibilities representing the highest form of support given within Nest. This experience led to the development of advanced troubleshooting and analytic thinking along with a profound sense of communication skills.
- Vikings TV set. 2012-2015** For 3 years consecutively, I was asked to partake in the Vikings TV show as an extra from 2012 until 2015, the experience was physically demanding although with many benefits working as a team to ensure scenes were just right.
- Strand Leisure Arcade, Strand Road, Tramore, Co. Waterford. Summer 2011** Summer 2011 worked as general staff in the Arcade working an average of 38 hours per week. While employed at strand leisure I was responsible for many tasks including cashier, refilling tickets in machines, assisting costumers, sorting stock room and taking account of stock needed/ received.



EDUCATION

Leaving cert completed summer of 2010 achieving a score of 475 points.

University College Dublin, I began my studies in Autumn 2010 Studying Chemical and Bio-processing Engineering. During the past 5 years I had been studying this course passing first and second year with GPA's of 2.6 and 2.8 respectively. This year however I did not complete my first semester of 3rd year and therefore have chosen to withdraw from UCD with the intention of returning at a future date possibly in 3-4 years.



TRAITS

Analytical and mathematically minded. Calm and Collective, Stays calm under pressure and deals well with stress. Punctual and time conscious. Precision to detail almost to the point of a perfectionist. Always available to assist or help colleagues with case's and questions. Patient and goes the extra mile for customer's. Problem solver by trait where others see problems I see solutions.



TECHNICAL EXPERTISE

- Excellent Knowledge of Microsoft Excel and all Microsoft Office programmes.
- Proficient in R-Lab and Math Lab Coding.
- Communication and Soft skills, Achieved a CSAT score of 93% for duration of employment in Nest.
- Technical Knowledge of Wi-Fi and Troubleshooting skills.
- Wordpress skills including but not limited to Wordpress site building, Theme Creation, phpMyAdmin, CSS



REFERENCES AVAILABLE UPON REQUEST