

LIAM CASHMAN

Software Engineer in Test

Tempe, United States

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PROFILE

Customer service professional with over 3 years of customer and communication experience. Organized, detail oriented and enthusiastic about learning and implementing new strategies to increase productivity. Highly motivated and passionate coding enthusiast with a love for computer science. I am dedicated to leveraging my skills to develop innovative software solutions that help with real-world problems.

EMPLOYMENT HISTORY

❖ **Senior Customer Service Agent, Norton LifeLock** Jan 2023 — Present
Tempe

- Work with team of 15 front-line agents with problem-solving resolutions for inbound calls
- Complete escalated or supervisor request calls
- Partner with Technical Operations when bugs or errors code are present on member's accounts or internal systems
- Compile voicemails and create cases for outbound outreach
- Create tickets to monitor status on back end issues
- Provide coaching when necessary for agents

❖ **Customer Service Agent, Norton LifeLock** Feb 2022 — Jan 2023
Tempe

- Problem solving to assist with billing, order placement, account creation or navigation and documenting identity theft incidents
- Accountable for scheduling and meeting the appropriate times assigned to reach members back to discuss or finalize a resolution
- Strong partnership skills with other departments to resolve out of scope issues
- Frequently assigned to high level clients such as CEO's, VIPs, or Testimonials
- Heavy understanding of products and business procedures
- Rely complex situations or policies in an efficient and clear way

EDUCATION

❖ **Wissahickon High School** Sep 2013 — May 2017
High School Diploma Ambler

Graduated with above a 3.5 GPA

Honors Student

❖ **Belmont University** Aug 2017 — May 2018
Bachelor in Business Minor in Graphic Design Nashville

Completed first year with above a 3.0 GPA

SKILLS

Effective Time Management

Strong Multitasking

Ability to Work in a Team

Fast Learner

HOBBIES

Mixed Media (Graphic Design / Videography / 3D Design)

COURSES

❖ **The Art of Doing: Code 40 Challenging Python Programs** Jun 2022 — Aug 2022

Michael Eramo

❖ **100 Days of Code: The Complete Python Pro Bootcamp for 2023** Apr 2023 — Present

Udemy

REFERENCES

❖ **Merik Castro, Senior Supportability Specialist**

Norton LifeLock

Merik.castro@gendigital.com

❖ **Jacob Leidall, Cyber Risk Solutions Executive**

Norton LifeLock

Jacob.leidall@gendigital.com