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| **Maurice Roach**  Front-end Web Developer | |
| **SUMMARY**  Creative, detail-oriented, software engineer with a deep interest in AI. Proven track record of creating and implementing successful front and back end web applications. Looking to bring my skills to a tech company with global reach.  **WORK EXPERIENCE**  **Technical Support at Apple | Toronto, ON**  March 2020 — November 2020   * Effortlessly engaged with callers, actively listened, analyze and isolate technical issues with customers apple products * Troubleshooting iOS, MAC devices and assisting with performing installations, upgrades, fixes, and configurations * Multitasking in systems while patiently providing step-by-step instructions on resolving various issues * Work in a highly structured environment with strict adherence while taking high-volume inbound calls from customers * Provide problem-solving services to network users, implement data, software, and hardware procedures   **Service Desk Analyst at CloudOrbis Inc. | Toronto, ON**  June 2019 — January 2020   * Providing first level technical support for end-user software, hardware, and network issues * Setup, installation, troubleshooting and resolution of computer and software related issues * Managing, deploying and supporting existing and new client machines communications products (mobile devices and landlines) and printers * Supporting and configuring client applications such as SharePoint, Microsoft Office 365, software updates, email and calendaring, anti-virus, backups, recovery operations, printing, software and drivers * Assist in monitoring and maintenance of existing servers and network infrastructure * Evaluate and install computer hardware, networking software and operating system software | **CONTACT**  647.887.8477 mdionroach@gmail.com  [Bobcoder.com](https://bobcoder.com)  github.com/mauricedr  [linkedin.com/in/bobcoder](http://null)  [@bobcoder](https://twitter.com/bobcoder)  **SKILLS**  HTML  CSS  JavaScript  React  Python  Node  MongoDB  **EDUCATION**  **Seneca College**  2017 - 2019  Diploma: Computer Networking and Technical Support  **Humber College**  2013 - 2015  Diploma: Travel and Tourism |