COLIN ROBERTS

Experienced Computer Repair Specialist & Entry Level Software & Web Developer

CONTACT

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SKILLS

TECHNICAL COMPENTENCIES
- HTML
- CSS
- JavaScript
- Bootstrap
- Semantic UI
- Node.js
- Express.js
- MongoDB

PROFESSIONAL SUMMARY

A highly accomplished individual with over 5 years of professional cross-industry experience covering IT and technology, retail and other sectors.

Experienced in learning new programming languages from scratch, bringing end user requirements to life through software development, maintaining best software development practices, managing the end to end software project lifecycle, providing solutions to technical issues and explaining technical concepts to non-technical clients and stakeholders.

A goal-orientated and results-focussed individual who enjoys working with people from all backgrounds and is always ready to take on new challenges.

CORE COMPETENCIES

Personal Skills
- Clear Communication
- Conflict Resolution
- Situational Awareness
- Complex Problem Solving
- Diplomacy

Professional Expertise
- Stakeholder Engagement
- Customer Service
- Process Improvement
- Sales & Marketing
- SLA & Deadline Management

PROFESSIONAL EXPERIENCE

Board Level Engineer & E-Commerce Support Specialist

Cell-Tech Innovations | Warrington, UK | 2019 – 2020

Summary:
- Responsible for taking the lead in completing complex board level repairs and maintaining high standards in operations
- Ensured that devices were working per specification and per customer expectations post repair
- Completed soldering activities and engineered a wide variety of devices in a safe and cautious manner
- Undertook additional responsibility to manage the organisations online e-commerce store
- Kept products and promotional offer details up to date on the e-commerce site
- Developed relationships with clients and fostered B2B contract renewals by delivering excellent customer service
- Worked with clients from various industries including police forces and forensic companies
- Delegated repair work to internal staff and ensured customer facing deadlines were met
- Facilitated device wipe down per company policy and kept up to speed with data privacy guidelines
- Managed sales operations in the store, processed sales transactions and acted as key focal point for customers

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SKILLS

SOFTWARE COMPENTENCIES

- MS Windows
- Android OS
- iOS
- Mac OS
- Social Media Platforms
- Email & Internet
- CMS & E-Commerce Software
- Collaboration Tools
- Software Development Kits & Tools

INTERESTS

PERSONAL INTERESTS

- Travelling and learning new cultures
- Spending time with family and friends
- Maintaining a healthy lifestyle

PROFESSIONAL INTERESTS

- World affairs
- Industry trends and news
- Professional development

Smartphone Board Level Engineer

Greenbridge Technology & Computer Repair Services | Liverpool, UK | 2016 – 2019

Summary:

- Supported and completed complex repairs for both Android and Apple products within strict deadlines
- Investigated device damage, identified impacted components and provided repair quotations to clients
- Completed component replacements covering motherboards, LCD screens and batteries
- Utilised soldering techniques with caution and ensured compliance with health and safety guidelines
- Quality assured and tested product features prior to releasing products back to clients
- Managed personal workload and exceeded performance targets set by the leadership team
- Completed on the job training and upskilled in a wide variety of phone devices and technologies
- Determined root causes for device failures and analysed logs and spreadsheet data to identify key trends
- Peer reviewed work done by colleagues to facilitate quality control

Knowhow Technician

PC World & Curry's Megastore | Liverpool, UK | 2015-2016

Summary:

- Supported customers with products they purchased in the store
- Provided an overview of product features and benefits
- Setup laptops and computers for customers, in alignment with their personal preferences and requirements
- Delivered product demonstrations to audience groups and to customers on a one to one basis
- Offered 30 minutes tutoring sessions to help get customers up to speed with new technologies
- Maintained high standards in customer service
- Troubleshooted and provided solutions to technical issues
- Consulted customers in person, over email and over the phone in a friendly and professional manner

ACADEMIC CREDENTIALS

CompTIA A+ Certification

CompTIA | 2015-2016

BSc (Hons) Degree in Computer Science - 2:1 Award Achieved

Liverpool John Moores University | Liverpool, UK | 2012-2016

BTEC Level 3 Extended Diploma in IT - Distinction Award

St Helens College | St Helens, UK | 2010-2012