

# Corey Ervin

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## Summary

Recent computer science graduate with a strong foundation in software engineering and design principles. Experience with technical evaluations on design prototypes for requirements, usability, design alternatives, and paper prototypes/storyboards. Proven ability to break down and isolate software and hardware issues efficiently. I have a desire to be uncomfortable and learn new things.

## Technical Skills

- Knowledge of Human-Computer Interaction (HCI), design processes, and prototyping
- Apple Certified Mac Technician (ACTM)
- Experience with software development processes (Scrum/Agile)
- Proficient with: Python, Java, Matlab, macOS, iOS, Linux/Unix platforms
- Experience with: C, Swift, Xcode, Haskell, Racket, Scheme, Standard ML, Prolog, Assembly, Windows

## Education

### Honours Bachelor of Science - University of Toronto

Sept 2012 - Aug 2017

Major: Computer Science

Minors: Applied Statistics and Philosophy

*Related Courses: Software Design (CSC207), The Design of Interactive Computational Media (CSC318), Data Structures and Analysis (CSC258), Principals of Programming Languages (CSC324)*

## Experience

### Genius - Apple

Aug 2015 - Current

- Delivered exceptional customer support for technical issues, maintaining a strong year to date Team Member Score of 94 and year to date NPS of 62.
- Performed software and hardware repairs on all Apple technology.

### Sales and Technical Support - Apple

Aug 2011 - Aug 2015

- Passionately engage customers, featuring Apple technology, and helping them discover how they can get the most out of their product. Achieved an all time NPS score of 67.
- Instruct training workshops for customers with all experience levels to get the most out of their Apple products.

### Recording Secretary - Phi Gamma Delta

Sept 2015 - May 2016

- Demonstrated excellent written communication for the team by producing effective meeting minutes for all internal fraternity communication.

## Related Projects

**CSC318** - Created multiple software prototypes for recycling/repurposing old electronics by using different HCI methods. Gained experience by analyzing user needs, developing low-fidelity prototypes, and conducted usability reviews.

**CSC420** - Created image recognition software to detect DVD titles in a picture by using RANSAC algorithms in Matlab