

Jake Egan

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SUMMARY

I am currently looking for a part-time job as I am completing my final year of university studies. I currently have a small schedule in university and can work extra hours if needed.

I am eager to learn and always willing to help others if needed, with an extensive cv that has past experiences across different sectors. I will be a beneficial addition to your workplace.

SKILLS

- **Attention to Detail:** Managing stock in stores and paying attention to computer errors
- **Customer Engagement:** Prove skill to communicate effectively with customers and attend to their needs.
- **Time Management:** Excellent skills in time keeping and balancing multiple tasks
- **Sales:** Through my past experiences I have gained skills in being able to sell products to customers.
- **Adaptability:** Previous experience is always changing environments.

EDUCATION & QUALIFICATIONS

2021 – to-date BSc in Computing with Software Development
Technological University Dublin Tallaght Campus

2nd Year Module Grades:

- Software Development 4: A
- Discrete Mathematics 2: A
- Network Fundamentals: A
- Management Science: A
- Routing & Switching Essentials: A
- Software Development 3: B+
- Client-side Web Development: B+
- Database Admin & Analysis: B+
- Information Security: B+

1st Year Module Grades:

- Statistics: A
- Discrete Mathematics 1: A
- Computer Architecture: B+
- Software Development 1: B+
- Database Fundamentals: B+
- Operating Systems Fundamentals: B+
- Software Development 2: B+
- Object-Oriented Systems Analysis: B-

2nd Year GPA: 3.54

1st Year GPA: 3.44

WORK EXPERIENCE

Jan 2024 – August 2024 Intern Software Engineer Fidelity Investments

Company Description: Fidelity Investments is a world leading fintech company specializing in investment management, brokerage, and retirement services.

Main Responsibilities

Creating new solutions

As a software engineer, I was tasked with developing cyber security systems which are now in production and protect fidelity's assets.

Communication/Collaboration

Through daily standups in an agile work environment. I had a responsibility to communicate my current position and the status of my work I am completing. I collaborated across business sectors to ensure myself and my team were staying on task and were aligned on project goals.

Aug 2023 – December 2023

Sales Consultant

Vodafone

Company Description: Vodafone is a leading telecommunications company providing broadband, mobile, and many other telecoms services.

Main Responsibilities

Customer Engagement

As a Salesperson at Vodafone, I went beyond just addressing customer questions. I actively contributed to my sales targets. I gained the skills to build a good reputation with my customers, through meeting their needs and presenting them with tailored solutions. This not just allows for customer satisfaction but also results in increased sales for Vodafone and revenue for my store.

Sales Targets

I consistently met and surpassed my sales targets through my strong sales techniques. I used my strong knowledge of our product catalog and understanding of technology to recommend the best plans and devices. These recommendations were not just for their needs now but for the future. I played a crucial role in my store meeting targets and store objectives.

Technical Support

With my in-depth knowledge of technology, I swiftly resolve issues for my customers. Additionally, I assist my colleagues with their clients when a technical fault occurs, ensuring a seamless experience for all.

Oct 2021 – Aug 2022

Duty Manager

Future Shock

Company Description: Future shock is a Virtual reality arcade based in Dublin Ireland.

Main Responsibilities

Dealing with customers

Dealing with customers was at the for front of Future shock. When large corporate groups would come in for events, I would manage those groups and show them what they will be doing within our building. I could assist every customer with any need they had.

I.T issues

Fixing any tech issues in a fast manner was one of my strongest skills which would always allow for customers to have a wonderful experience and not notice any hinderance to their experience of VR.

Operations

I also managed the day-to-day operation of the business. This would be taking bookings. Managing Stock and making sure there are no issues with operation.

Aug 2019 – Oct 2019

Gaming Supervisor

Giga-bite Cafe

Company Description: Giga-Bite Café was a Pop-up Gaming and entertainment Lan center that was in Dundrum Shopping Center, Dublin

Main Responsibilities

Technical issues

At Giga-Bite I was responsible for the Gaming Pc repairs and to fix technical issues that did arise. Often on days off I would come in a fix issue that have erupted from customers. I also managed the network for all the computer ensuring we always were up although having a bad internet speed.

Managing Customers

With dumdrum shopping center having annual footfall of 18million. There would be large customer influxes, and I would have to manage the customers to keep the Lan center Running.

INTERESTS

Gaming and technology.

- I spend my past time coding creating mini projects e.g. (budgeting apps, calculator etc...)
- I built my first computer at the age of 10 and have built 100+ since then.

REFERENCES: Available on request