

Kenneth Chiu

BSc Mathematics Graduate

Contact Details

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Skills:

- Team Player
- Motivated to Succeed
- Confident Communications
- Retail Experience
- Flexible under pressure
- Excellent Time Management

My Profile:

An adaptable individual who is passionate in enriching lives through technology. I love to open opportunities for every individual no matter the background and perspective about how technology can help them overtime. Whether it is for their work or for their day-to-day tasks, I want to redefine expectations about technology and to educate people on how technology can grow with us overtime. As a motivated individual, thriving for results for not only myself but also for my colleagues and team through mentoring something that is recognised through the work environment. While pursuing a career in software engineering, I also take part in Handball for 10 years and Taekwondo for 9 years in which I have also participated in national competitions. I have also volunteered into coaching my local school handball team through the London Youth Games from 2014-2020.

Education

- BSc Mathematics – Second Class Honours
- A Levels – **A*** Mathematics, **A** Further Mathematics and **B** Product Design – Graphics
- GCSEs – **5A***, **3A** and **2B** including **A*** in Mathematics and **B** in English Language.

Technical Skills:

Python (A coding program where we can create different algorithms to solve real life problems)
R (A statistical program where we can solve real life problems using hypothesis testing and analysing data)

Confident in using Microsoft Office (Word, PowerPoint and Excel)

Work Experience

Apple Brent Cross – 24 Hours Part time Specialist (July 2022 – Present)

As a specialist at Apple, we are here to enrich lives and to support consumers by introducing products to support their needs. Using my probing and good communication skills, I have delivered good customer experience and have been able to meet their demands through new products. This has been reflected on through the results that I have been consistently getting over the last 6 months. As an individual who wants to motivate others for success, I have mentored colleagues and guided them so they can reach their targets and to even excel through them too. I have also opened new opportunities for new businesses to connect with Apple through new leads so they too can grow with us to develop their business further with Apple's latest technology. The jump that I have been through since July 2022 to where I am at now highlights the fact of how I really excelled in my role.

Key Points:

- Top 5 employees in sales (Including 34% Business Revenue Contribution and 36% AppleCare+ Insurance from 2023 Q2)
- Between January – March, I have created 99 new intro leads for new business including a business lead that contained over 300 employees in software engineering.
- Currently top in trade in conversions. A total of 38 iPhone trade ins since 1st April 2023.
- Excelling results in the 2023 Q3 (44% Business Contribution with 48 Intros. Also achieving 34% AppleCare+)

LEGO Leicester Square – Part Time Sales Associate March 2020 – June 2022

LEGO is one of the many big retailers in which sells a range of different toys which require building with different toy bricks. Whilst working in a team with other Sales Associates and supervisors, we aim to meet customer demands and achieve high levels of customer satisfaction using a range of different customer service skills. We also experience different roles (Stock team and Sales Floor team) where different skills are required to adapt in a retail work environment.

Tesco Extra – Colney Hatch Lane (Winter 2019)

I have worked in the checkout department and also customer service desk. The aim is to provide excellent customer services in a fast-paced environment and quick thinking to find the best possible solutions. Also working together with other staff members to ensure a smooth environment and excellent teamwork.