

Kevin Morgan

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PERSONAL PROFILE

Second-year Computer Science student passionate about Programming languages like Java, Python, and HTML, seeking an internship or placement opportunity. Previous experience as a manager and supervisor in customer service roles, which developed strong leadership and communication skills. Through studies and work, I developed a strong work ethic, attention to detail, and problem-solving abilities. Keen to apply my skills and knowledge in a dynamic and challenging work environment.

EDUCATION

Computer Science – Ulster University (2022 – 2026)

Year 1 - Programming 1 (Python 88%), Database Systems (SQL 81%), Interactive Web Authoring (HTML, CSS, jQuery 84%), Programming 2 (Java 83%), Systems Software (Linux 85%), Computer Technology (Git 85%).

Adult Access – Science at Southern Regional College, Newry (2020 – 2021)

Biology (95%), Chemistry (75%), Physics (90%), Mathematics (96%), Overall (86%)

SKILLS PROFILE

Technical Skills

- Programming languages (Python, Java): Creating administrative programs to manage inventory of a store and the management of a university course.
- Web development (HTML, CSS, JavaScript): Creating an interactive website with form validation.
- Database Management (SQL): Using ER diagrams to visually represent the relationships between logically related tables and building databases.
- Systems Software (Linux): Understand the basics of Linux operating system, including its file system, shell commands, and user management.
- Computer Technology (Git): Understand the basics of Git version control system, including creating and managing repositories, committing changes, and merging branches. Understanding of hardware components, such as CPU, memory, storage, and input/output devices, how they work together to process data.

Customer Service

- Experience leading a team of salespeople as a supervisor, providing exceptional service, and resolving customer issues effectively.

Communication

- Demonstrated strong written and verbal communication skills in a multicultural environment working as a teacher in Japan, effectively communicating with students and colleagues from diverse backgrounds.

Problem-solving

- Proven ability to think critically and find creative solutions to complex customer issues. Managed conflicts and resolved issues between staff, resulting in a harmonious work environment.

RELEVANT EXPERIENCE

Allstate Insight Programme (April 2023)

- Cyber Security – Network protection, threat detection, data privacy
- Design Thinking Workshop – User-centred, creative problem-solving
- Data Engineering - Data pipelines, ETL, data integration
- Data Visualisation – Charts, graphs, data storytelling
- Test Driven Development – Unit tests, iterative development, code quality
- CICD – Automation, DevOps, deployment pipelines

WORK EXPERIENCE

Travel Consultant / Foreign Exchange Advisor at Thomas Cook / Hays Travel, Newry
July 2016 – September 2022

- Proactively ordered currencies based on popular destinations and time of year to ensure customer needs were met. Establishing a reputation as a reliable source of business, resulting in high levels of customer satisfaction and repeat business.
- Advised and sold unique excursions for international tour operators to enhance clients' travel experiences. Researched popular destinations, networked with local agencies, and provided detailed itineraries and tips resulting in positive client experiences, lasting memories. Allowing the company to gain a strong reputation in the industry.
- Improved efficiency and customer satisfaction by implementing effective administrative systems and promptly resolving customer complaints through active listening and collaboration.
- Fostered strong partnerships with airlines, cruise liners, and third-party operators, resulting in exclusive access to discounted deals and cancellations. Leveraged these opportunities to offer customers great travel deals, increasing revenue, and improving satisfaction.

English Instructor at NOVA (Eikaiwa), Tokyo. February 2019 – January 2020

- Planned engaging and diverse lessons, built strong relationships with students, and received positive reviews, improving my reputation as a skilled and effective teacher.
- Prepared students and businessmen for TOEIC exams, enabling them to pass and further their career or study prospects. Received positive reviews and established a strong reputation for the company.
- Adapted teaching approach to meet the diverse needs of students by reading and understanding their personalities, establishing positive relationships, and contributing to their success in the classroom.

Retail supervisor at Alpine Start Outfitters, Vancouver. February 2015 – December 2015

- Proactively established strong relationships with brands and sales representatives to expand product offerings and increase sales opportunities. This enhanced offerings, increased revenue, and improved reputation through successful partnerships and collaborations, resulting in a more successful and profitable organisation.
- Organised informative and engaging product knowledge meetings with brands to increase sales staff awareness and their ability to sell outdoor clothing products. This improved sales and revenue for the store, and increased staff confidence and job satisfaction, resulting in a more effective and efficient organisation.
- Fostered a sense of camaraderie and healthy competition among team members, provided ongoing training and support, and set clear and realistic sales goals to consistently meet and exceed monthly targets. Increasing revenue and profitability for the business and improving employee engagement and job satisfaction.

ADDITIONAL ACHIEVMENTS AND INTERESTS

IT Specialist Databases at Certiport (November 2022)
Computing Society Member at Ulster University (Current)
Global Buddy Ambassador at Ulster University (Current)
First Aid at work (June 2020)

REFERENCES

Available on request

