

Killian Jochen McShane

Computer Science Student

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Personal Statement

Second-year student of computer science at The University of Liverpool, specialising in artificial intelligence and data science. Proficient in Java, Python, MySQL and functional Haskell programming languages. Highly IT and Mathematically literate, with a strong background in customer-facing roles.

Career History

The Royal Bank of Scotland:

04/10/17 – 07/03/18

Customer Service Representative

The banking sector is a high-pressure environment with heavy call queues, vulnerable customers and complex verbiage. Teamwork, exceeding KPI expectations and preventing escalations was necessary in succeeding here.

Recognising financial difficulty and empathetically delivering help to those facing hardship was essential. Asking pertinent questions became the key to resolving issues quickly.

TelePerformance UK:

04/10/16 – 07/04/17

Customer Service Representative

Handled and managed customer complaints daily, providing the best service possible to satisfy customers while still adhering to the complaints handling procedure.

Building rapport with customers was an important aspect of this job. Discussing payment options, credit management and answering general enquiries was also a regular part of my day-to-day activity.

FM Environmental:

Spring '15

Mechanical Engineering Work Placement

Completed a short-term work placement at FM Environmental during the spring of 2015. I was given first-hand experience of the day to day duties of an engineer.

Worked on some friction and fluids calculations. Relaying results and processing calculations really helped me develop my communication and problem-solving skills.

Education

The University of Liverpool:

15/09/18 – present

Undergraduate BSc Computer Science

Belfast Metropolitan College:

01/09/17 – 27/06/18

4 A Levels including:

Economics **B**

Mathematics **B**

The Abbey Grammar School:

1/09/09 – 26/06/16

13 GCSEs including:

English Literature **A***

German **A**

Mathematics **B**

Further Mathematics **B**

Competencies

- Fluent in German.
- CPR certified with the British Heart Foundation.
- Selected for and won the BT Young Scientist Boot Camp competition.
- Helped raise more than £8,000 for cancer research.
- Developed essential interpersonal and team working skills.
- Thorough knowledge of Microsoft Office programs.

References

- Mrs Kay Arrowsmith BSc (Hons) PGCE
Associate Lecturer at University of Liverpool
01744 452200
- Mr Jed Goldsag
Line Manager The Royal Bank of Scotland
03457 242424