# OLIVIA FAVOS

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An enthusiastic and curious student, currently completing my final year of a Bachelor of Computer Science at the University of Newcastle. Within my studies, I've cultivated a passion for web development, UI/UX, and computer graphics. I aspire to become a full-stack developer who creates beautiful and functional experiences, fuelled by my skills in graphic design and computer science. I have a proven ability to collaborate with peers to achieve common goals, I confidently apply creativity and logic to develop solutions to the problems I encounter, and I have a strong desire to learn.

## EXPERIENCE

### Apple
*Technical Expert*
February 2022 – Present

- Provided mentorship, feedback, and education to technical specialists on technical and customer service issues.
- Performed repair on iOS devices.
- Worked within team environments demonstrating shared responsibility and accountability with other team members.

### Apple
*Technical Specialist*
May 2019 – February 2022

- Resolved an extensive range of customer service issues, navigating interactions with empathy and creative problem solving.
- Explained difficult technical issues in simple terms, and enabled customers to select the best solution to meet their needs.
- Handled escalating customer service issues with composure and confidence.
- Supported customers in a timely manner, effectively balancing priorities under tight deadlines.
- Thrived in a collaborative and dynamic team environment, achieving both individual and team productivity goals.

## EDUCATION

### Bachelor of Computer Science
Major in Computer Systems and Robotics
The University of Newcastle
2018 – Present (expected graduation 2022)

### Cert IV in Graphic Design
Shillington College
2015

## CAPABILITIES

### Languages
Java, HTML, CSS, JavaScript, Python, C, C++, SQL, XML

### Technologies
Adobe InDesign, Adobe Illustrator, Adobe Photoshop, GitHub, Confluence

## SELECT PROJECTS

### Microsoft HoloLens 2 Art Gallery
SENG2260 Human-Computer Interaction

Led a team of 5 in designing an accessible and functional UI for a hypothesised AR interactive art gallery.

### Newcastle Farmer's Market Website
SENG1050 Web Technologies

Developed a static website which informed clients about where produce was sourced using HTML, CSS, XML, and JavaScript.