Paul Rooney

32 Essmore Park, Warrenpoint

BT34 3PE

Tel no 07850544269

E Mail[paulrooney60@gmail.com](mailto:paulrooney60@gmail.com)

**Profile**

*I am a friendly, highly technical, and caring person, keen to gain employment.*

*Much customer service experience, gained from working for Teleperformance, seeking a career in a technology environment.*

#### **Key Skills**

* Highly effective communication skills, both written and verbal.
* Good at logical thinking and problem solving.
* Good foundation in principles of Marketing.
* Strong IT and Customer Service Skills.

**Employment History**

**Position: Customer Service Adviser May 2020 to date**

**Teleperformance**

**The Quays, Newry**

* Dealing with customers queries, complaints, requests, orders as first point.
* Inbound and outbound calls to customers and stakeholders.
* Providing advice, information, and assistance to callers.
* Meeting targets in areas of call handling times, availability and after call work.
* Excellent listening and problem-solving skills.
* Using in house CRM software, keeping client database up to date, ensuring compliance.
* Ensuring Data Protection Policy and Security procedures were followed.
* Demonstrating empathy and understanding when managing customers’ expectations.
* Great timekeeping and attendance during my career.
* Self-motivated and can work under minimal supervision.

# Education

### BA (Hons) Business and IT - Liverpool Hope University 2007- 2011

### An Introduction to Python Pt 1 August 2020 Michigan State University Online

* Web Design for Everybody: Basics of Web Development & Coding.

# Portfolio

I have several projects which I have been working on over the past couple of months.

These include technologies such as HTML5, CSS3, JavaScript and utilized tools such as git, webpack and NPM. This portfolio can be viewed at [www.realworldwebportfolio.com](http://www.realworldwebportfolio.com)

**Technical**

* Knowledge of HTML5 , semantic markup and local storage
* Adept in modern CSS3 including flexbox and CSS grid.
* Expert in JavaScript concepts and functions.
* Familiar with basic python writing and running .py files.
* Experience setting up vue.js to work with node.js and npm.
* Experience with implementing react through Gatsby and next.js.
* Familiar with most common git commands.
* Working knowledge of GitHub and the repository settings.
* Used npm to manage packages and plugins needed for a modern site.
* Familiar with package documentation and implementation.
* Aware of the npm install and audit features and how to use them.
* Experience of webpack and front-end build tools and environments.
* Can work with webpack.config files to create things like document rules.
* Aware of the resources available to customize webpack and builds.
* Able to code split and lazy load using webpack chunks.
* Experience in setting up Netlify backend and automation from GitHub.
* Able to leverage Environment variables and aws lambda functions.
* Familiar with meta tags and geolocation.
* Use of google analytics for page statistics and conversion data.
* Ability to analyse info returned from google to implement a/b user testing.
* Previous experience with webmaster tools uploading sitemaps and requesting robot visitation.
* Have used Lighthouse to audit and improve SEO, accessibility, and page speed.

**Hobbies and Interests**

*I enjoy travelling and like to get away when I can. I enjoy reading and swimming*

**References available on request.**