

Vinicius Russo



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PERSONAL STATEMENT

I am a bilingual (English and Portuguese) student, motivated and hardworking with great attention to detail. I am currently studying Computing part-time (evenings and Saturdays) at NCI, looking for full-time employment. Developed general skills of CSS, HTML5, Java, and other technical computing skills, currently learning Python. The eventual career goal is to become a Software Engineer. I have over 2-years' experience in Customer Service where I am focused on providing first-class customer experience and resolving any queries.

EDUCATION

Sept 2019 – 2023

National College of Ireland, Dublin | ncirl.ie

BSc (Honours) Computing - Part-time

Modules: Computer Architecture, Operating Systems, Introduction to Programming, Software Application for Business, Web Design, Digital Multimedia, Problem Solving.

Jan 2011 – Dec 2013

Technical School Abdias do Nascimento, Sao Paulo, Brazil

Secondary School (3 years) NFQ Leaving Certificate

WORK EXPERIENCE

Oct 2018 – Present

Specsavers, Dublin

Retail Assistant (Full time)

- Explaining offers, products, and any other queries to customers in the store and over the phone.
- Carrying out pre-screening tests such as retinal imaging and pressure and visual field testing.
- Work directly with customers to select the best frame option for their prescription.
- Making follow up appointments for customers over the phone.
- Taking card payments in the store and over the phone.

Retail Coordinator (Jan 2019 – Oct 2019)

- Managing breaks and lunches for retail staff.
- Assigning tasks to the retail team such as requesting staff to help customers through dispensing procedures once they are finished their eye exams.
- Dealing with customers' complaints before asking for a manager's help.

Dec 2017 – Oct 2018

Ashbury Nursing Home

Healthcare Assistant (Full time)

- Responsible for assisting residents in washing, dressing and undressing and ensure the highest standards of hygiene/personal care are maintained.
- Treating residents as individuals and respect their preferences and choices as far as possible.
- Assisting residents with menu selection and with the preparation and serving of meals and drinks, feeding those residents who are unable to feed themselves and ensuring that each resident receives their meal or diet as requested.
- **Achievements:** Awarded employee of the month for best performance.

SKILLS

- **Organizational Skills:** Supervised retail staff on Saturdays for almost a year at Specsavers, as part of the role I also had to assign roles and duties to other staff members in busy periods to maintain a smooth workflow, such as; assisting customers through their dispensing journey or fitting and adjusting customer spectacles.
- **Excellent Communication Skills:** While working at Ashbury I became an engaged listener with great attention to non-verbal communication as it was essential for looking after people with disabilities. At Specsavers I also developed my communication skills while discussing frame options. I use open or closed questions where necessary to gain information and recommend the best frame for the customer based on this.
- **Social Media Management:** Managed a Harry Potter fan club page for about two years while I was a teenager.
- **Systems Windows and macOS:** Used Windows for over 10 years, gained advanced skills while in secondary school. Currently using macOS also achieved a vast knowledge of the operational system.
- **Software Microsoft Office:** Learned advanced skills for Word, Excel, PowerPoint and Publisher while in primary school to complete assignments, projects and presentations. Also developed intermediate skills for Microsoft Access.
- **Problem Solving:** Through working in Specsavers I have learned to take an analytical approach to any problem that arises. I gather as much information as possible and ask the necessary questions which allows me to arrive at an appropriate solution. Often, I would be involved in adjusting spectacle prescriptions depending on the distance the patient was from what they wanted to read.
- **HTML and CSS:** One-year studying HyperText Markup Language and Cascading Style Sheets. Developed an architecture/design portfolio web site as part of my first-year web design module.
- **JavaScript:** Used JavaScript for developing a dynamic web page for my web design project.
- **Java:** Studying Java for almost a year and have successfully achieved a first-class honour result for introduction to programming module.
- **Adobe Photoshop and Animate:** One semester practising and have successfully achieved first-class honour for my digital multimedia module.
- **Operating Systems:** 1st year of studying Operating Systems – covering studied Memory Management, Resource Allocation, Scheduling, File Systems and Permissions including FAT and NTFS.

REFERENCES

Job Title: Retail Manager – Specsavers, GPO Arcade

Name: Catherine McGrath

Phone: 018728155

Job Title: Director of Nursing – Ashbury Nursing Home, Blackrock

Name: Alison Woods

Phone: 012841266