

## SUMMARY

After completing Masters Research in Artificial Intelligence and Computer Vision, I have been working as a Technical Analyst, building my communication, diagnostic, support and repair skills.

I am seeking a position to utilise my skills and further my programming experience. I enjoy technical problem solving and have experience in a range of computer activities such as maintenance, support, administration and technical design.

## SKILLS

### Communication

- ▶ Confident speaking to large groups
- ▶ Excelled in formal written communication
- ▶ Praised by clients for concise communication when offering support by phone and in person

### Teamwork and Leadership

- ▶ Participated in and managed group projects for University education
- ▶ Participated in group activities required for retail operations
- ▶ Led and participated in small groups running technical service centre operations

### Time Management Skills

- ▶ Self-motivated to provide high-quality results in a time-effective manner
- ▶ Excellent ability managing multiple tasks at once without external support
- ▶ Providing realistic expectations to clients regarding support or repair processes

### Computer Software Skills

- ▶ Competent using and providing support for Windows, Macintosh and Linux based operating systems
- ▶ Development with web technologies such as HTML, CSS, JavaScript and PHP
- ▶ Developed desktop applications in C, C++, OpenGL and Java
- ▶ Developed mobile applications in Java for the Android operating system
- ▶ Developed mobile kernel drivers for the Android operating system
- ▶ Used cross-platform development environments such as Qt and Xcode, coupled with command-line based compilers

### Computer Hardware Skills

- ▶ Previously an Apple Certified Macintosh Technician (ACMT), performing diagnostics and warranty-repairs on Apple computer hardware
- ▶ Ability to repair electronics at a surface-mount component level, following schematics and circuit board architecture

## EXPERIENCE

### **Technical Analyst**, Integrated Technology Solutions (2017 - current)

Providing end user and field technician support for cash handling machines, specialist knowledge and diagnostic techniques were developed. Communication with manufacturers to assist in diagnostics and repair of machines, often at component or board-level require strong understanding of technical documentation and machine operation. Communication with repair technicians to resolve outstanding issues or narrow down faults ensured reliable machines with end-users confident in the support available.

### **Certified Apple Repair Technician**, YOOBEE: Newmarket (2013 - 2017)

Part-time position repairing Apple hardware, including iPhone, iPad, iPod and Macintosh. This role requires clear communication with team members, Apple technical support and clients. Time management and multi-tasking is required for this position, as there often are many jobs in progress at once. First-hand experience repairing Apple products has resulted in a wide knowledge base, constantly updated servicing new models and techniques.

### **'Guru' One-to-one Technical Support**, YOOBEE: Albany / Newmarket (2012 - 2017)

Part-time position providing technical support and customised solutions to a range of clients from beginner computer users to small-business owners. Repeat-clients returning on a weekly basis in addition to first-time clients comment on the reliable and easy-to-use solutions explained in clear, concise terms.

### **Sales Consultant**, MagnumMac / YOOBEE: Albany (2009 - 2013)

Part-time position at an Apple Premium Reseller where a high standard of customer service specialising in Apple products developed communication and teamwork skills. Unique tasks included implementing a public-facing appointment booking system and preparing demonstration computers with automated maintenance procedures.

## EDUCATION

### **Master of Science (Computer Science)** Massey University, 2016

#### *Distinction*

A unique colour classification system is presented, processing three input cameras at different exposures to classify colours accurately with minimal user input. The proposed system employs the use of pie-slice classifiers in normalised colour spaces.

The experimental setup was programmed in Qt using C++ in a Linux environment with three USB cameras.

### **Post Graduate Diploma (Information Science)** Massey University, 2015

#### *Distinction*

Presented is a study in the combination of Genetic Algorithms and Fuzzy Logic for improved robotic control. The study simplifies the genetic algorithm component of a genetic-fuzzy system, exploring how robotic systems may be trained with an easy set of rules, while a simulated physics backend fine-tunes the system variables.

The experimental setup for this research was programmed in Qt using C++ in a Mac OS X environment with OpenGL graphics and Box2D physics.

### **Bachelor of Information Science (Computer Science)** Massey University, 2014

Focusing on Computer Science, elective papers such as System Management, Social Issues in Information Technology and System Analysis and Design were studied to broaden knowledge to social interaction and system implementation in business.

## PORTFOLIO & REFERENCES

Portfolio available online at [www.mcghie.co.nz](http://www.mcghie.co.nz)

References available on request