

# Robert Muir

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## EXPERIENCE

### Robert Muir Development – Freelance Full Stack Developer

Jan. 2021 – Present

Freelance Work | Falkirk, Scotland

#### Key Responsibilities:

Manage my own clients and make their ideas into reality. Manage their systems once implemented and provide any support that they may require after the fact.

### Webhelp – Deputy Team Leader

July. 2021 - Present

BT PLC | Falkirk, Scotland

#### Key Responsibilities:

Manage all team members statistics and the day to day running of their schedules and call center that may occur while keeping the client at heart. Manage workload in a timely manner and effective manner while balancing HR related issues and manage a team to strive for their best. All while handling my own learning and betterment within the company.

### Webhelp – Line Technical Agent

Nov. 2020 – July.2021

BT PLC | Falkirk, Scotland

#### Key Responsibilities:

Manage customers cases and troubleshoot issues that may be occurring with their broadband, landline phones and TV's while upholding the brand of BT PLC, throughout the day I handle hundreds of cases and calls while maintaining customers' expectations and handling my learning and betterment within the company.

### Webhelp – Customer Service's

Covid-19 Temp | June. 2020 – Nov. 2021

Dixons | Curry's | PC World | Falkirk, Scotland

#### Key Responsibilities:

Managed customers orders, any delivery issues and also liaise with delivery specialist whenever issues may occur. Throughout the day I handle hundreds of cases and customers.

### Webhelp – Customer Triage

Covid-19 Temp | Apr. 2020 – June. 2020

Sainsbury's Bank | Falkirk, Scotland

#### Key Responsibilities:

Managed customers payment holidays during corona virus as part of a triage group for mortgages, loans, credit cards and place the applications in for the customers.

### Webhelp – Mobile Technical Customer Service's

Oct. 2019 – Apr. 2020

SKY PLC | Falkirk, Scotland

#### Key Responsibilities:

Managed hundreds of customers and clients daily and help them with any issues and query's they may have such as billing and payments, technical issues, complaints and sales. Through sales I placed in full payments and also handled the customer's credit applications for their items. I also managed my own learning and betterment within the company.

### Ice Cream Van Operator & Deliveries

Aug. 2018 – Oct. 2019

Fotheringham's Ice Cream | Falkirk, Scotland

#### Key Responsibilities:

Managed my Ice Cream Van at events where I had to coordinate with the event organisers on the business and how the plot will be set up, handling catering at events such as music festivals, farmers markets, Goodwood ETC. with over 2,000 customers per day. My responsibility's when not on the vans was ice cream deliveries under the company Igloo where I was expected to prepare and deliver the customer's order and also take these orders over the phone.

### Food Packing & Butchery

Mar. 2018 – June. 2018

Malcolm Alans | Falkirk, Scotland

### Key Responsibilities:

Managed food packing and meat butchery, fulfilling thousands of orders for all the big supermarket chains.

### **Sales Consultant**

Nov. 2017 – Feb. 2018

Next PLC | Falkirk, Scotland

### Key Responsibilities:

Managed customers, sales, deliveries and stock levels, with customers I had to handle any issues they may have and also give any advice for the customers upon their items. With deliveries I had to handle stock coming in off of the trucks and arrange these for later display upon the shop floor and if stock for certain items fell too low work upon replenishment.

## **EDUCATION**

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**Stirling University** | Bachelor of Science in Applied Computing Science

Expected June. 2023

This degree is in conjunction with Forth Valley College

**Forth Valley College** | HND in Applied Computing Science

Expected June. 2021

This degree is in conjunction with Stirling University

- Grade: A
- Vice. Class Representative 2020 – 2021

**Forth Valley College** | HNC in Applied Computing Science

Achieved June. 2020

This degree is in conjunction with Stirling University

- Grade: B

**Oracle Academy** | Java Foundations | Java Programming | Database Designing | SQL Database Programming

Expected June. 2021

- Grade: Pass

## **TECHNICAL SKILLS**

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Coding Language's:

C++ | Java | JavaScript | Python | PHP | CSS | SQL | HTML | Swift | Android – Java | JavaFX

Tools:

Xcode 12, PHPStorm, IntelliJ, Eclipse, Visual Code, PHPMySQL, GitHub, Oracle Apex, Apache, Android Studio, Visual Studio