

CURRICULUM VITAE

Adam Carroll

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PROFILE

I am a 23 year old student currently studying for a level 8 degree in Game Design. Over recent years I have developed my programming ability and recently attended a work placement / internship at GameSparks where I have learned a diverse set of skills in terms of backend in relation to Game Development. I have also been trained in multiple IT, computer and technology courses using not only Microsoft applications but design and development software. This training has enabled me to be confident and diverse in the use of technology and software while also being able to learn unfamiliar tools and applications with relative ease.

PERSONAL SKILLS

- Proficient computer skills particularly in areas of excel, word, internet, email
- Advanced knowledge in I.T and computer orientated skills
- Excellent time keeping and attendance
- Work well as part of a team and equally well on own initiative
- Ability to ask for and take direction
- Excellent communication and customer service skills

EMPLOYMENT HISTORY

Call Centre Agent **CallPageBoy** **January 16 – Present**

Responsibilities in this position include;

- Customer Service
- Email processing
- Inbound SMS Processing
- Quality Assurance
- ROTA, Engineer on call assignment arranged by discipline, country & area coverage
- Outbound sales
- Knowledge of a variety of different companies in excess of 200 and their services
- Arrange/cancel or reschedule appointments through customer web applications
- Job logging and engineer allocation for particular tasks and disciplines

Office Administrator **Wheelworx Unit 48 Fonthill Retail Park** **May – October 2015**

Responsibilities in this position included;

- Graphic Design
- Newsletter Publication
- Blog Maintenance
- Website Maintenance
- IT Maintenance
- Social Media publications/marketing
- Email Monitoring

Customer Service**Tree Top Restaurant Clondalkin Dublin 22****2012 - 2015**

Responsibilities in this position included;

- Setting place settings for pre booked tables
- Ensuring each customer was served the meal they had ordered.
- Communicating any change in orders to chef on duty
- Clearing tables for resetting
- All health and safety duties in line with HACCP regulations

INTERNSHIP / WORK EXPERIENCE

GameSparks**64 Mount Street Lower,
Grand Canal Dublin 2****September 2017 -
January 2018**

Responsibilities in this position include;

- SDE – Software Development Engineer
- Quality Assurance
- Creation of Backend management interfaces
- Development of a live operations demo

Sneaky Vegetable**Digital Exchange Dublin 8****June – September 2014**

Developed skills in the area of game design and 3d design which included;

- 3D Modelling
- Character Animation/ Rigging
- Level Design
- Graphics Designer

General Operative**Halfords Liffey Valley Dublin 22****September 2011 March 2012**

This work placement consisted of one day per week for part of the academic year. Skills developed in the area of customer service, stock control, assembling product and health & safety awareness.

General Operative**Homebase Liffey Valley Dublin 22****(2 week) November 2010**

This work placement consisted of a block period of two week as part of the academic year. Skills developed in the area of customer service, stock control and rotation. Storeroom procedures and an introduction to health & safety awareness.

TRAINING

- Basic Computer Architecture and Hardware Maintenance 2013
- Ballyfermot Training Centre FAS: AutoCAD Introduction 2011
- Ballyfermot IT Centre: European Computer Driving Licence (ECDL) 2010

EDUCATION

Third Level Education:

QQI Level 8 Game Design

DIT Aungier Street

2015 - date

BTEC HND in Creative Media Production: Ballyfermot College of Further Education 2013 –15

Fetac Level 5 in Creative Media: Ballyfermot College of Further Education 2012 – 13

Secondary Education:

Successfully completed Junior & Leaving Certificates St John's College Dublin 10

REFERENCES

Available on request