

Kenneth Chiu

Mathematician and Self-Taught Front-End Engineer with a focus on building engaging digital experiences

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About Me

An adaptable individual who is passionate in enriching lives through technology whilst keen on learning how it impacts positively in our lives. I love to open opportunities for everyone so they can unlock their potential and exceed whilst driving for results. After I completed my studies in BSc Mathematics; I am currently perusing a career in Software Engineering. My keen interest in sports has also led me to represent as a captain for my club in Taekwondo and Handball too.

Work Experience

Business Expert (**Accounts Manager**) · **Apple (Watford)** · March 2024 - Present

- Collaborating as a team to deliver team and individual results and creating critical on the spot solutions for SML Businesses using effective B2B strategies with CRM experience.
- Understanding how CRM works and using it to support C-Level Executives and Business Owners with Apple Solutions
- Hosting briefings with Solutions Engineers and supporting Business customers with Mobile Device Management including webinars
- Establishing relationships with businesses through the phone, in person and through online consultation meetings.
- Validating businesses through a range of different checks for Terms Accounts.
- Holding a profile of over 500 businesses that use Apple Products in their infrastructure.

Specialist · **Apple (Brent Cross)** · July 2022 – March 2024

- Redefining expectations of Apple products by providing exceptional customer experiences through acknowledging their needs and aligning our understandings with Apple products.
- Ability to work under pressure and making decisive decisions to maintain high levels of positive customer experience.
- Expert on Apple Products (with third party understanding of many products and programs) in which is beneficial for many different industries including personal, business, educational and creative professional use.
- Achieving over 90% NPS Feedback consistently
- Collaborating with different departments to become an all around specialist
- Understanding the technology trend and how it impacts on everyone's life professionally and personally.

Sales Associate · **LEGO(Leicester Square - Flagship)** · July 2022 – March 2024

- Delivering outstanding customer experience by portraying a professional, gracious and engaging manner.
- Safely and efficiently operate the store stockroom by assisting in receiving merchandise whilst abiding safety regulations and management of shortage situations
- Maintaining the store's visuals to ensure that they are upto standards whether that is visually up to the customers expectations (enhancing the customer experience) whilst paying attention to detail with LEGO's regulations of health and safety
- Widely known from my colleagues and leadership through my affective time management and efficiency when supporting in changeovers and stock management of the store during busy occasions.
- Connected with the Leadership Team to provide crucial feedback into maintaining exceptional customer service.
- Supported peers to regularly update with product knowledge by creating competitions to engage with them whilst adapting to new merchandises.

Technical Skills

Programming Languages

JavaScript (ES2015+),
HTML, CSS

Libraries & Frameworks

React, Node.JS, Tailwind
CSS

Tools & Platforms

Git, Github, Netlify,
WordPress, Mimo,
Webpack

Interpersonal Skills

Tech-Savvy
Organisation Savvy
Drives Results
Time Management
Action Oriented
Customer Focused
Team Player
Collaboration
Problem Solving
Mathematical Mindset

Education

University of Greenwich

Second Class Honors in BSc
Mathematics

A - Levels

Mathematics (A)
Further Mathematics (A)
Product Design – Graphics (B)

GCSEs

5A*, 4A, 2B
Mathematics (A*)
Additional Mathematics (A)
English Language (B)

Qualifications

**Meta – Front End
Developer Certification**

**Mimo – Front End
Developer Certification**