

Maxim Gonchar Callaghan

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PROFESSIONAL SUMMARY

Motivated and adaptable graduate with a track record of excelling across customer-facing, leadership, and technical roles. Demonstrates strong communication and problem-solving skills developed through retail management, project leadership, and professional QA work. Experienced in collaborating within fast-paced team environments, training colleagues, and consistently delivering to high standards. Equally comfortable working independently or as part of a multidisciplinary team. Eager to bring organisational ability, a customer-first mindset, and a proactive attitude to a new challenge.

KEY SKILLS

Communication & Customer Service: Retail sales, complaint resolution, product advice, front-of-house service

Leadership & Teamwork: Led 23-person project team; University Fencing Club President; trained new staff

Organisation & Multitasking: Sprint scheduling, task delegation, managing competing priorities.

Problem-Solving & Attention to Detail: Bug reporting in QA, electronics grading, technical troubleshooting

Adaptability: Worked across retail, hospitality, seasonal, and tech industries

Digital Literacy: Proficient in Microsoft Office, Git, Trello, Notion; basic programming skills

WORK EXPERIENCE

On-Call Functional QA Tester

Keywords Studios | Jan 2026 – Present

- Performed functional testing on AAA game titles, identifying, and documenting defects.
- Reported bugs with detailed, reproducible steps to aid rapid developer turnaround.
- Collaborated with international QA teams operating in Agile sprint cycles.

Sales Assistant

Currys | May 2023 – Nov 2024

- Consistently achieved upselling targets and maintained high customer satisfaction scores.
- Provided technical product advice on electronics, computing, and home appliances.
- Trained new team members and supported team leads during peak trading periods.

Sales Assistant

CEX | Nov 2022 – Apr 2023

- Graded and tested second-hand electronics and video games to company standards.
- Processed cash and card transactions accurately and managed stock levels

Front of House

Prezzo | Part-time

- Delivered attentive table service in a busy restaurant environment.
- Managed customer queries and ensured positive dining experiences.

Customer Assistant

Morrisons | Part-time

- Assisted customers on the shop floor and at tills; maintained store standards.

Ride Operator

Clacton Pavilion | Seasonal

- Ensured safe operation of rides; delivered friendly, safety-conscious customer service.

EDUCATION

Level 3 Software Development — Leep Talent | Feb 2026

Industry-recognised qualification covering OOP, databases, and software development lifecycle

BA (Hons) Computer Games Design – 2:1 — Anglia Ruskin University | 2022–2025

Covered programming (C#), software engineering, UX/UI, project management, and Agile practices

A-Levels: Media Studies (B), Electronics (C), Computer Science (D)

- Colchester Sixth Form | 2019 - 2021

29 GCSEs including English and Maths – Clacton Coastal Academy |

2015 - 2019

ACHIEVEMENTS & EXTRACURRICULARS

- University Fencing Club President — grew membership engagement by 30%
- Silver Fencing Medal (competitive)
- ILM Level 2 Leadership & Management (2019)
- Duke of Edinburgh Silver Award (2019)
- Jack Petchey Award (2019)
- Army Cadets, Corporal rank
- Ukraine humanitarian aid fundraising