

Gary Tracey

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Profile

Results-driven professional with 12+ years' experience in various IT-related areas, ranging from software development to technical support. Proactive and independent individual, passionate about researching and applying new concepts and technologies to different business challenges. Currently studying software development at NCI, covering data structures, algorithms, advanced programming, object-oriented software engineering, and databases.

Areas of expertise include:

- Web development technologies: JavaScript, HTML, CSS, Django framework, Python
- Vendor relationship management
- Technical support
- Diligently troubleshooting issues to identify root causes and prevent recurrence.

Career history**ZT Systems, Dublin | Data Center Technician**

Dec 2022 – April 2023

- Install, configure, test, and maintain server and network hardware, operating systems, and software.
- Perform hardware and software maintenance tasks.
- Troubleshoot and resolve hardware and software issues.
- Ensure compliance with security protocols.
- Perform inventory management.

Amazon AWS Data Centre, Dublin | Server Technician

July 2021 – July 2022

- Decommissioning and processing of legacy hardware.
- Adhere to security and safety best practices.
- Unpacking/repacking fragile electronics.
- Hard drive installation, removal, and destruction.
- Basic Networking hardware removal/installation.
- Updating progress through a web ticketing system.

EY Ireland, Dublin 2 | Junior Software Developer

Dec 2018 – Dec 2020

- Developed corporate tax calculator in Django, Python, JavaScript, HTML/CSS.
- Resolved bugs and applied adjustments.
- Obtained Microsoft 480-720 Certification in JavaScript/HTML/CSS.

GAM Fund Management LTD, Dublin 2 | Client Services Administrator

Apr 2017 – Jan 2018

- Provided client services and query resolution.
- Developed customer relationships.
- Managed customer expectations.
- Prepared daily uploads with fund data and reports.

Dell, Dublin 18 | Software and Peripherals Specialist

Jul 2010 – Oct 2013

- Managed vendor and customer relationships.
- Provided pre-sales technical expertise.
- Collaborated with Sales Engineers.
- Provided technical expertise in Dell Technologies.

Dell, Dublin 18 | Enterprise Support Technician

Jul 2006 – Jul 2010

- Provided technical support to end-users.
- Met 4-hour SLA turnaround time.

EDUCATION AND CERTIFICATES

Higher Diploma in Science in Computing (Software Development)
National College Ireland (Sept 2021 - June 2023)

L8 NFQ Higher diploma (First class honours awarded)
CENIT/ FIT & EY Ireland (Dec 2018 - Dec 2020)

Software Development L6 QQI
University College Dublin (Jan 2016 - Jun 2016)

Entrepreneurship and Enterprise - Level 9 NFQ
Digital Skills Academy, Dublin 7 (Feb 2015 - Oct 2016)

Fundamentals in Software Development - Level 6 NFQ
Skill, Loughlinstown (Jun 2014 - Jan 2015)

Java Developer Course, ICM Diploma in Java Development
Fitzwilliam Institute, Dublin (Dec 2013 - Apr 2014)

References available on request.