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**PROFESSIONAL PROFILE**

Final year student pursuing a HDip in Software Development graduating April 2021, and on track for a 1:1.

Working as a User Operations Specialist in Financial Operations with Bentley Systems since November 2019.

An enterprising individual possessing a combination of skills in business and technology.

Strong individual and team-based skill set as proven in previous work experience, team sport and university achievements.

Excellent interpersonal and organisational skills and dedicated to client satisfaction.

**EDUCATION & QUALIFICATIONS**

**Jan 2020 – April 2021 National College of Ireland, Dublin.**

*Bsc in Computing – Specialising in Software Development*

* **Current Grade – 1.1 (78.53%)**
* **Subjects covered –** Software Development (87.6%), Web Design (79%), Computer Architecture & Operating Systems (79.5%), Introduction to Databases (87.5%), Data Structures & Algorithms (74.6%), Object Oriented Software Engineering (61%), Server Side Development (81.4%), Advanced Programming (65.3%), Web Services & API Development (81.8%).
* **Final Year Project:** Deliver a showcase project demonstrating acquired Software Development abilities (Jan 21 – April 21)

**Sept 2015 – May 2019 National University of Ireland, Galway**.

*BComm(International Experience) – Specialising in Business Information Systems*

* **Grade: 2.1 (66.40%)**
* **Subjects covered** *–* Database Technologies, Web & Interactive Media Design, Advanced Research Topics in IS, Business Intelligence & Analytics, Decision Modelling & Analytics, Implementing Digital Innovation, Innovation: Creativity & Enterprise.

**Sept 2009 – June 2015 | Leaving Certificate (400 Points) | Summerhill College, Sligo.**

**NOTABLE UNIVERSITY PROJECTS**

**Innovation: Creativity and Enterprise (Dragons Den Style) – Winners 2019**

Project involved over 100 groups participating in this module to partner with business leaders to develop a social enterprise. **Presentation:** Presented idea weekly and to over 400 people in the final pitch.

* **Test:** Prototype development testing working alongside set focus groups to enhance the product and best suit customer needs.
* **Additional Competition:** Represented the College of Business, Public Policy, & Law in NUIG, winning the **EXPLORE Innovation Award** at the Student Innovation Summit.
* **Technologies Used:** WordPress, Moovly, Trello, SurveyMonkey, Microsoft PowerPoint & Canva.

**RESTful API Development**

Team-based project to design, document and develop a back-end RESTful API using in-memory objects.

* **Design:** Research, plan and design the proposed API service using Entity Relationship Diagrams to reflect data restructure, identifying the security concerns of that structure.
* **Develop:** Successfully implemented the parameters required alongside the HTTP verbs to get the desired results for our Java back-end API service using NetBeans IDE and tested those results via the Postman App.
* **Technologies used:** Java, Postman, NetBeans.

**Web Development**

Individual project to develop an e-commerce web application including reports, personas, wireframes and usability testing.

* **Research:** Conducted primary market research by surveying potential customers using SurveyMonkey and scanning the online market for competitors
* **Develop:** Completed work deliverables on time as per our project timeline. Implemented using Ruby on Rails, HTML, CSS and JavaScript to transform the business plan into a full stack, responsive web application. The project was delivered via AWS Cloud 9 on AWS and deployed using Heroku.
* **Technologies Used:** Ruby on Rails,HTML, CSS, JavaScript, Adobe Illustrator, SurveyMonkey, Balsamiq, AWS Cloud 9, Heroku.

**WORK EXPERIENCE**

**November 2019 – present Bentley Systems, Dublin.**

*User Operations Specialist*

Bentley Systems are a Software Development company that provide products and service to support the building of infrastructure

* Successfully fulfil and manage order to cash processes.
* Manage processes to ensure on-time and accurate billing and license fulfilment.
* Contract administration and invoice query resolution.
* Support Renewal Representatives on contract renewals, providing renewal quote reminders to users and engaging with users via phone and email correspondence.
* Maintain SAP contract subscription records for contact, product, pricing accuracy.
* Abide by product/subscription policies and maintain financial controls.
* Specialise in e-invoicing and educate all teams regarding e-invoicing purposes and processes for users.

**February 2018 – November 2019** **Cambly Inc, Remote.**

*ESL Tutor*

Teaching English as a Foreign Language from Conversational English to Business English.

* Develop and deliver lesson plans that utilize a broad range of appropriate teaching techniques and strategies.
* Devise personalised lesson plans to best satisfy a student’s needs.
* Adapt curriculum to provide exciting tailored lessons to cater for mixed ability students.
* Proactive to experiment with new self-devised teaching strategies.

**June 2017 – January 2018 Bentley Systems, Dublin.**

*Project Administrator*

* Provide project support to Project Managers/ Project Coordinators from inception to completion.
* Participate in monthly project review meetings/ Practice calls/ Project Manager calls.
* Initiate credit and legal approval for all assigned projects.
* Interact with internal colleagues and subcontractors to resolve issues, provide training on processes, and provide analysis and feedback.
* Analyse issues and delivering support to field personnel regarding the Proposal Approval Workflow.

**TECHNOLOGY SKILLS**

* **Java:** Studying Java programming language for 1 year with an average grade of 79.4% in all Java modules including Software Development, Data Structure & Algorithms, Web Services & API Development and Advanced Programming.
* **Ruby on Rails:** Developed full stack responsive web applications using RoR framework on AWS Cloud 9, assisted with knowledge of HTML, CSS & JavaScript to earn a grade of 81.4%
* **MySQL:** Studying MySQL for second year including projects of reverse engineering an e-commerce website and building a database for a retail store and completing queries. Received a final grade of 87.6%.
* **RStudio:** Analysed, summarised and plotted a dataset using RStudio in final year Commerce project.
* **HTML, CSS, JavaScript:** Studied for 1 year with results of 71%, 79% & 81.4% and used knowledge to build and design styled and dynamic websites.
* **JQuery/WordPress:** Created websites for university projects using applications such as jQuery Mobile and WordPress.
* **Adobe Creative Cloud:** Proven knowledge in Adobe applications such as Photoshop to manipulate and enhance images, Illustrator to develop brand logos for university and personal projects.

**INTERESTS & ACHIEVEMENTS**

**Sport:** Represented University School and Club at Junior and Senior level in Soccer, Rugby and GAA.

**First Aid Responder:** Qualified First Aid Responder provided by Florentine & Loughney Safety Training.

**Enterprise:** Expanding on final year project, develop a start-up company with the potential of success.

**TEFL:** Scholar Level 5 140 Hour TEFL Certification and helping students improve their English via Cambly.

**Referees available upon request**