

- Adaptable and client focused, aspiring Web Developer, eager to utilise the industry's most advanced technologies to improve efficiency, while saving costs.
- Responsible for the entire IT requirements of a medium sized company including maintaining servers, software systems, network devices and phone systems.

#### TECHNOLOGIES PROFICIENT IN

**Web Technologies:** HTML5, CSS, JavaScript, Node.js, with frameworks such as AngularJS, jQuery, jQuery Mobile, and Bootstrap.

**Databases / Data Formats:** SQL Server, MySQL, Oracle, JSON, XML.

**Desktop Operating Systems / Applications:** DOS, Windows 3.1 to 8.1, Visual Studio, Adobe InDesign, Illustrator, Photoshop, & Dreamweaver (all versions), Quark Xpress 8, Microsoft Word, Access, Excel, Outlook (all versions), Microsoft Dynamics Nav, Sage Line 100 to Sage 200, Visio, Crystal Reports 10, SQL Server Report Builder

**Server Operating Systems / Applications:** Windows Server 2003, 2008, 2012, Small Business Server 2003, Exchange Server, Active Directory, Arc Serve, Symantec Backup Exec

#### CAREER & ACHIEVEMENTS

- Analysed business requirements and worked with Navision partners to migrate a logistics, stock control, purchase, sales and distribution system previously run in Excel, along with a finance package previously run in Sage 200, and a CRM system previously ran in Microsoft Outlook to a new ERP system, Microsoft Dynamics Nav.
- Identified numerous program enhancements and worked with developers from requirements stage to implementation and user training, utilising Agile methodologies.

#### June '05 – August '13: I.T. Administrator

**Wood Concepts** – The leading Irish wood based product supplier to the timber trade – supply chain from South America, Asia, and Europe to customer

- Identified business process that technology could improve upon and worked with suppliers to:
  - Move backups from solely in-house to in-house and cloud based storage
  - Migrate emails from an Exchange Server to a cloud based hosting provider
  - Add functionality to the Nav ERP system by supplying documenting business & functional requirements
  - Implement an EDI system for invoices
- Maintained all computer systems and servers, PCs, network devices (LAN & WAN to remote office), phone systems (PBX system & mobiles)
- Replaced manual driven reports in Excel spreadsheets with reports driven by a direct connection to an SQL server database (using Excel and SQL Server Reporter).
- Employee training and software / hardware support
- Purchased I.T. equipment & service based solutions
- Backed-up and restored files as needed both onsite (using ARCserve) and offsite (using KeepITSafe)
- Support sales team with online and offline marketing tools (e.g. flyers, emails, website updates & promotions using Adobe suites)

**February '05 – June '05: IT Helpdesk Assistant  
National College of Ireland (Contract position)**

- Responsible for administration of student and staff servers
- Solved various I.T. tasks / fixed and maintained PCs & peripherals
- Offered advice and assistance to students with any issues
- Assisted the Lab Manager with upgrades and configuring of network connections of student PCs

**Jan' 05 – February: Accounts Clerk  
Eircom (Contract position)**

- Responsible for the cancellation and modification of orders and accounts
- Reported figures on a weekly basis
- Assisted Customer Services, Sales and Credit Control teams with queries regarding billing and cancellations

**June '04 – Jan' 05: Technical Support Agent  
Client Logic on behalf of British Telecom**

- Solved customers' Internet connection, settings, and setup problems
- Advised on general Internet queries
- Liaised with management in relation to system performance and problems

**July '00 – Sept '03: Customer Service Rep: America's Dog (Chicago), Xtra-vision, Dunnes Stores  
Warehouse Operative: Argos (All during college)**

**EDUCATION**

**2013-2015: Masters of Science in Web Technologies**, National College of Ireland, Dublin

**2012-2013: Higher Diploma in Science in Web Technologies**, National College of Ireland, Dublin  
**Adobe Associate Cert in Dreamweaver**

**2011-2012: CompTIA Security+ Certificate and Cisco Certified Network Associate Security Certificate**  
Institute of Technology, Blanchardstown

**2000-2004: Bachelor of Science degree in Computer Science**, Griffith College, Dublin. Overall Result: H22

**1998-1999 City & Guilds Certificate in Desktop Publishing** (FÁS evening course - 120 hours)  
**Introduction to Computers** (FÁS evening course - 30 hours)  
**Introduction to Graphic Design** (FÁS evening course - 30 hours)  
(All during secondary school)

**1994-2000: Leaving Certificate** - Portmarnock Community School

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**Notes:** Full clean driving license. References available upon request.

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