

Bernadette Michele McDonnell

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Experienced Technical leader with a varied skill set including building scalable global teams in dynamic, faced paced environments (IT Ops Floor, Software & Call Centre) , talent acquisition, employee appraisal, IT Infrastructure management,sourcing and procurement. I am seeking new and exciting IT / Technical Management opportunities to allow me to utilise and further develop my capabilities, knowledge and skills as a leader in the ever-evolving IT Sector. In exchange I offer my calm , problem-solving , driven nature to help you achieve and surpass your goals and targets.

Key Skills and Knowledge

Operating Systems *Windows, Mac OS, Unix, Ubuntu*

Databases *MSSQL Server, SQL Nav, Oracle SQLPlus,*

Applications *Kofax, SharePoint, Avaya, Active Directory, Email+, Ninite, Mobile Iron,*

Dynamics CRM. 0365, 0365 Admin Centre, BOX.

Employment History

July 2021- Present Senior Support Services Manager Vmware

I am currently working for one the largest hardware & software virtualisation companies.

- Manage deck of major client Accounts, looking after escalations, requests, access, documentation etc
- Reporting / Communications from Senior Management to Staff Engineer level, creating reports that are tailored to the individuals requirements.
- Advocating on the customer's behalf for prioritisation of requests, Engineering items, feature enhancements etc.
- Being the face of Global Support to the customer.

June 2020-July '21 Global Support Team Manager TPX Communications(VIA PGI)

One of USA's largest MSP's for telecoms, UCAAS and IT Services.

- Manage 3 teams(MAC, repair and CARE) Tier 1 and 2. Including schedule management, Performance management, SLA Adherence, Quality, performance appraisal, probation review etc.
- I am the key Talent Acquisition Manager on the Managerial team.
- Strategy and Innovation- creating and implementing processes for Support, and TPX as a whole

Key projects:

- ❑ Global Call Centre Set up
- ❑ IT Onboarding process creation
- ❑ Escalation Management Process creation

Key Achievements:

- ❑ IT Onboarding process creation
- ❑ Bringing Support within SLA for the first time in 5 years.
- ❑ Outage Process Creation and implementation.
- ❑ Escalation Reduction by 40%

November 2018- April 2020 Support Coordinator IRE/UK. Practice Evolve

Legal Practice Management Software Company

- o Manage the UK/ IRE Support Team (comprises of Level 1/2 and 2/3, and Accounts support functions supporting 3,000 + end users.
- o Escalation Manager for live support items tasked with sending critical communications internally and to senior parties in our clients firms.
- o Key client management ensuring a smooth transition and hand over from project phase to live support.
- o Staff recruitment and general line management duties, including interview, staff appraisals, scheduling, leave, performance management etc
- o IT Management : procurement and sourcing of hardware and software for the company, liaising with external vendors , requirements analysis, cost analysis, estimates and forecasting as well as identifying key areas for cost reduction and creating cost reduction strategies and plans.

Key projects:

- ❑ IT Security project (software sourcing for antivirus , RMM)
- ❑ IT infrastructure project
- ❑ Softphone changeover project.

Achievements:

- ❑ Built a high performing Global Support Team from the Ground up
- ❑ Cost Saving on 0365 licencing (5K per annum)

March - November 2018 Application Support & Service Desk Team Leader, Laya Healthcare Cork.

Fixed Term (Maternity Cover) Managing two high Performing Teams within IT/ Systems Team

- o Manage support for 550+ users supporting telephony, desktop and applications within the company
- o As the call centre makes up the majority of their business, maintenance of lines, IVR, call recordings and routing are absolutely critical for Laya as a business. I had two dedicated team members looking after telephony full-time.
- o Responsible for key Business applications availability, and look after Business communications regarding any down time / scheduled maintenance etc
- o CAB- host and run the weekly Change Approval Board meeting, reporting to the Director of IT for this, updating release gates, completing weekly audits on closed CRs etc
- o Managing Accounts and Contracts with external Vendors, building strong working relationships with externals as well as managing escalations both internal and external
- o Resource Management, managing schedules, leave, reporting on same as well as monitoring queues, performance, conducting 1-2-1SLAs etc

Key projects

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| ❑ SharePoint on premise to online | Email + |
| ❑ Employee SSO self service | Windows 10 rollout |

Achievements

- ❑ Reduction of SR by 20% following SSO rollout.

March 2017 – March 2018 Kofax System Administrator at Laya Healthcare Cork.

- o Day to day management and troubleshooting of Kofax Capture application. Administration, including backup, security management, user account management, application field entry updates
- o Work independently and with vendors to resolve issues related to installation, maintenance and use of all applications and equipment, as well as performing RCA on all production issue
- o Change Management, creation of implementation plans, UAT Testing of fixes and deployment of same to non-production and Production environments

October 2016 – March 2017 Applications Administrator at Laya Healthcare, Cork.

Supporting Software Requests and Problem reports for Laya's 500+ employee base

- o SQL - checking the database for any glitches in incoming emails in exchange
- o Providing access / creating new users for in house applications and troubleshooting any issues that arise with same using available resources, such as screen shares, to enable effective troubleshooting
- o Setting up users with company devices on Mobile Iron, monitoring the devices for compliance and IOS updates etc
- o Monitoring and maintaining Antivirus on Company machines, including patch updates, installs etc to ensure machines AV is fully operational
- o Managing AD accounts- access requests, DL requests, account unlock etc

August 2016- October 2016 Mid-Level Production Support Engineer at NS90, Cork

- o I managed my own schedule of tickets, which included determining priority levels and negotiating and setting expectations with customers, effectively managing my time and devoting adequate resources to ensure resolutions are found within SLA
- o Utilized problem solving skills through the use of analytics, techniques and tools in an efficient, effective manner enabling the prioritisation of business-critical issues to be resolved before they escalate
- o Effectively communicated to internal and external customers, using the correct jargon and tailoring communications to suit each individual scenario

May 2015 – August 2016 Application Support Specialist at CoreHR, Cork

- o My role as an Application Support Specialist involved engaging with customers, hosting WebEx's, diagnosing, troubleshooting, reproducing and resolving any issues that customers encountered with the software, as well as creating complex SQL statements to resolve data issues
- o Making software releases to Clients to implement fixes.

June 2014 – May 2015 Bilingual Customer Service Representative at Abtran, Cork

- o My daily duties included working as a cross-trained advisor answering over multiple accounts , answering customer queries and offering information and support in English and Irish
- o This role required excellent communication skills, the ability to work in a high-pressure environment on multiple goals in the same time frame, while meeting SLAs in providing excellent customer service

Education & Qualifications

2021 Certified Associate Project Management(PMI CAMP Certified)

2015 – Postgraduate Diploma (2:2) in Interactive Media at University College Cork

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| o Multimedia Authoring & Programming | o Media Production |
| o HTML5 & Web Development | o Video & Sound Engineering |
| o Human Computer Interaction | o 3D Graphics & Animation |
| o Mobile Multimedia | o SQL database development |

2012 – Bachelor of Arts (2:2) in Media Studies and Irish at National University of Ireland Maynooth

REFERENCES AVAILABLE UPON REQUEST