



Darren Coleman

Contact Details:

Phone (Mob) - 0858230958

Phone (House) - 01 4523757

Email - darrencolemanty4@gmail.com

LinkedIn - ie.linkedin.com/in/DarrenColemanITT

Referees available on request

Currently a 4th year Information Technology Management Honors Degree student with a diverse skill set. Professional interests include various aspects of Databases, Networking, Business Operations, Information Security, Project Management and Cloud Computing. I am currently looking for a graduate development programme position for when I graduate with the aim to progress within my role and broaden my knowledge base further.



Feb 2016 - Present

Network Operations Technician

Work Experience

Outside of academia I currently work for Equinix in one of their Dublin based data centres as a Network Operations Technician. I have already completed a 6 month internship here which ran from February to July and I am now still working here in a part-time engagement while I complete my degree.

Responsibilities include support and development activities that span a wide breadth and depth of technologies, including IP network services, security, storage systems, database and systems administration, design and processing of documentation, project management, help desk duties and facilities management.

Customer Support:

- Maintain a high level of system reliability by prioritising and resolving trouble tickets efficiently.
- Acting as the first point of contact for handling customer requests and responding through remote assistance within agreed SLA.
- Escalation point and technical troubleshooter for all system and network hardware problems.

Communication:

- Maintain excellent communication with the data center manager and other engineers on all tasks and projects.
- Responsible for communicating with customers, peers, team and managers as well as contractors regarding incident and change management.

Operational Support:

- Responsible for monitoring customer applications and Equinix's operational architecture.
- Excellent written and verbal communication skills specifically around report writing.
- Strong project management skills.
- Ability to liaise effectively with internal and external customers.
- Ability to apply company procedures.
- Excellent telephone manner and listening skills.
- Capability to work independently and as part of a team.



2012 - 2015

Sales Representative

During my time in Home Store & More I worked as a sales representative.

My main role in the company was to:

Assist customers with sales and recommend products which would suit their lifestyle and the type of purchase they were making. To fulfil this role to my full potential I was enabled by managerial staff to revise online learning material that related to products they provided. Availing of this enabled me to excel with sales I made by ensuring I covered every potential base with a customer in relation to the products the company had to offer that I thought they may have an interest in purchasing.

This particular role helped me learn many aspects of the retail industry, how products are marketed and advertised towards customers and most importantly, how essential and valuable customer loyalty is to a business.



2007- 2013

**Local
Distributer/Salesman**

In early 2010 I have begun operating in my local area of Kilnamanagh as a distributor for the Tallaght Echo. This consists of many operations in which I carried out which I will now outline:

- Managing staff numbers of over 15 on a weekly basis,
- Liaising with company reps,
- Provide a service to over 500 customers each week,
- Maintain a high level of turnover through efficiency,
- Manage large sums of cash,
- Calculations to be done for staff & company funds,
- Maintaining and dealing with any customer or staff issues.

Within my role I have explored many expansion opportunities in which I have also set up another family member with a distributor role in which I assisted them in maintaining an already large customer base and in recruiting new staff for the vacant roles.

In 2007 I began working for the Tallaght Echo as a Sales person in my local area. I began with a customer base of under 30 homes and over a short period of time had grown this to over 60 through networking, a high level of customer service and the assurance to all customers that each week I would be around at the same time and could cater to any of their needs that would relate to the purchase of the newspaper.

Other key aspects of my Role included handling large sums of cash, being punctual, being extremely customer oriented, being available to assist upon other routes if needed, assisting in the recruitment of new staff and also training in new staff and assisting them in any queries on sales tips and how to approach their new role.



Education And Qualifications

Bachelor of Science I.T.T. Dublin Honours Degree 2013-2017.

4th year core subjects: Enterprise Database Technologies, Cloud Architecture, Interactive Media Design & Visualisation, Networking.

3rd year - GPA 3.25 - Award Classification Equivalent - (1.1)

Semester 5 + 6 (Work Placement and Project):

Cloud Computing	Advanced Databases	Innovation & Entrepreneurship	Operating Systems	Networking	Project
B+	B+	B-	B-	A	B+

2nd year - GPA 3.31 - Award Classification Equivalent - (1.1)

Semester 4:

Database Administration	Object Oriented Analysis & Design	Information Security	Financial Management	Networking	Management Science
B+	B-	C+	B+	A	A

Semester 3:

Computer Services Management	Web Design	Discrete Mathematics	Databases Design and Programming	Networking	Software Quality Assurance and Testing
B	B+	B+	B	C+	A

1st year - GPA 3.08 - Award Classification Equivalent - (2.1)

Semester 2:

Software Development	Operating Systems	Statistics	Object Oriented Systems Analysis	Database Fundamentals	Social Media Communications
B	B-	C	B	A	A

Semester 1:

Learning To Learn	Discrete Mathematics	Business & Information Systems	Web Design Fundamentals	Software Development	Computer Architecture
B+	B	B+	B	C+	B-

Achievements and Interests

- Active member of and the Irish Computer Society and IT Tallaght's Presidents Volunteer Programme (Maths tutor for secondary school students participating in the Leaving Certificate).
- I have been voted class representative for four consecutive years running.

IT Projects

- The main scope of this project was the development of a service delivery process document that is required to be filled, in terms of how projects are managed and documented within a data centre operational environment and based on best practice project management standards (PMBOK) to address this. Tools used:
 - Microsoft InfoPath Designer 2013

If you wish to know more about this project, please feel free to check out the projects section of my LinkedIn profile.

**Competencies****Core Subjects and Skills**

Networking - (Cisco)	Databases - (SQL)	Cloud Architecture
----------------------	-------------------	--------------------

4th Year Project Software

Tableau	Power BI	Qlik Sense	MicroStrategy
SQL Server 2016			

References

Available On Request.