Eoin Mc Keever

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My Education, Skills and Interests can be found on my Portfolio Webiste

https://eoinmckeever.github.io/PortfolioPage/

Tech Experience

Infosys: Customer Tech Support, Clonmel,

I'm currently working as a customer support agent for Infosys handling network issues. I provide tech support which involves assisting customers who are experiencing technical issues with a productor service. This role requires strong communication skills, technical expertise, and the ability to troubleshoot and solve problems quickly and efficiently. The primary responsibilities of a customer tech support representative include:

- Responding to customer inquiries and resolving technical issues via phone, email, or chat.
- Diagnosing and troubleshooting technical issues with products or services.
- Escalating issues to higher-level support teams when necessary.
- Collaborating with cross-functional teams, including product and engineering teams, to identify and resolve technical issues.
- Maintaining accurate and detailed records of customer interactions and technical issues.
- Providing exceptional customer service by actively listening to customer concerns, empathizing with their situation, and providing effective solutions.
- Keeping up-to-date with product and technical knowledge to provide accurate and timely support to customers.
- Continuously improving customer support processes and procedures to increase efficiency and customer satisfaction.

February 2023 - Current

Easy Accrue: Full Stack Developer , Dublin, D8

I'm currently Working as a full developer for a start-up developing an accounting software to handle prepayments and accruals. I developed, tested and maintained a codebase that was used to accurately manipulate users data. Examples of responsibilities are listed below:

- Developing and implementing full-stack solutions for the team on Linux using Python, Django, PostgreSQL, AWS, HTML, and CSS and Bash.
- Designing, coding, and testing software applications and systems to meet user needs and business requirements.
- Identifying and resolving technical issues, debugging code, and optimizing performance.
- Collaborating with members to deliver high-quality software products on time and within budget.

- Staying up-to-date with emerging trends and technologies in full-stack development, including new tools and frameworks.
- Used Git to handle version control.

<div align="right">August 2022 - Current</div>

Morgan Stanley: Backend Developer, Glasgow, G2

Worked as a developer in the Global Transaction reporting department. I developed, tested and maintained a massive automated reporting system that was used to accurately report Morgan Stanley's financial activities and to ensure all activities followed regulation. Examples of responsibilities are listed below:

- Coded software features using Java as the primary programming language
- Wrote Sql queries to populate data tables
- Created Jiras for other developers to work on and picked up Jiras to work on myself.
- Took part in meetings i.e. Daily stand-up and Sprint retrospective etc. Completed courses on Agile methodologies and understand the importance of being Agile.
- Used Git/Bitbucket as our version control software. Experience with rebasing, merging, cherry picking etc.
- Worked with Xml to serialise objects.
- Implemented Spring boot beans/aliases throughout the code base
- Tested code using JUnit(Unit Testing) and Mockito(for mock database testing)
- Debugged using Intellij IDE debugger.
- Completed and surpassed all Jira productivity goals set by mentors

<div align="right">November 2021 - April 2022</div>

Mthree Consulting: Backend Developer: Glasgow, G2

Completed a full time workplace preparation course. The course focused on:

- Programming best practices using Java as the programming language.
- Foundational Finance.
- Relational Databases, Schema design and query structure using MySQL.
- Version control software in the the workplace using Bitbucket and Git.
- Jira in the workplace.
- Spring Boot implementations
- How to work through bugs using Intellij's IDE debugger
- Unit Testing

<div align="right">July 2021 to September 2021</div>