

Eric O'Brien

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Personal Profile

A highly motivated graduated Computer Science student at Technological University Dublin, with hands-on experience in technical support, IT system rollouts, and team leadership. I am a fast learner, adaptable to modern technologies, and thrive in collaborative, problem-solving environments. Seeking full-time opportunities to apply and further develop my technical and soft skills while contributing to impactful projects.

Education

BSc Computer Science [2:1] - Technological University Dublin (2021 – June 2025)

Modules: Enterprise Application Development, Game Engines, Artificial Intelligence, Machine Learning for Data Analytics, Rich Web Application Technologies, Cloud Computing, Databases, Software Engineering, Enterprise System Information Architecture

Skills

- **Languages:** Python, Java, C#, C++, JavaScript, HTML/CSS, SQL
- **Team Leadership:** Supervised and mentored teams in professional environments
- **Communication:** Strong verbal and written skills for technical and non-technical audiences
- **Problem-Solving:** Quick learner with the ability to troubleshoot complex issues
- **Collaboration:** Worked with cross-functional teams to achieve project goals
- **Customer Service:** Addressed and resolved client/customer queries with a focus on satisfaction
- **Adaptability:** Quickly adapted to new technologies and evolving project requirements
- **Time Management:** Balanced multiple tasks effectively under tight deadlines

Projects

Augmented Reality Guitar Tutor (Final Year Project):

- Developed an interactive AR-based guitar learning application using the Godot game engine, programmed with GDScript and C#.
- Designed for VR headsets, the app features a tuner, scale tutorials, and real-time sound analysis to provide users with actionable feedback on their performance.
- Employed the Design Thinking methodology, conducting user testing, surveys, and interviews to gather feedback and iteratively improve the application based on user needs and preferences.
- Delivered a user-centric solution that enhances the learning experience for aspiring guitar players through immersive and interactive technology.
- Used Git for version control and Design Thinking for iterative design

Retrospective App (Internship Project):

- Collaborated with a cross-functional team to design and develop a Retrospective App for employees using React, aimed at improving team collaboration and feedback processes.
- Applied the Design Thinking methodology, conducting user research through surveys, interviews, and user stories to identify key user needs and pain points.
- Assumed the role of Scrum Master, facilitating Agile workflows, organizing sprint planning, and tracking team progress to ensure timely delivery.
- Contributed to frontend development and UI/UX design, ensuring a seamless and intuitive user experience.

- Delivered a functional prototype with key features and presented the project to senior management, highlighting its potential impact and value to the organization.
 - Used Git for version control and Design Thinking for iterative design
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Work Experience

SAP: iXp Technical Support Engineer Intern (Jan 2024 – Aug 2024)

- Resolved complex technical support cases, maintaining a high customer satisfaction rate
- Collaborated with engineering teams to troubleshoot system performance issues and implement fixes
- Gained hands-on experience with enterprise software architecture and deployment workflows
- Apart of development of internal Retrospective App tool, applying React and modern frontend practices

Uisce Éireann: Desktop Engineer (Jun 2023 – Jan 2024)

- Apart of Dublin desk rollout team for enterprise-wide Citrix Cloud platform migration
- Configured and deployed hardware/software solutions for over 100 users, ensuring minimal workflow disruption
- Implemented technical solutions for remote access challenges across distributed work environments
- Managed post-migration support, resolving technical issues through systematic troubleshooting

Cineworld: Team Leader (Mar 2018 – Jun 2023, Sep 2024 – Feb 2025)

- Led and managed a team of 15+ staff in a high-paced customer-facing environment.
 - Developed strong leadership, communication, and organizational skills through daily team coordination and problem-solving.
 - Implemented workflow improvements that enhanced service efficiency and customer satisfaction.
 - Worked closely with management on inventory systems, staff training, and operational planning.
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*** References available upon request ***