

SHANE O'NEILL

CONTACT



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www.shaneoneill.eu

EDUCATION

Primary School
St. Marys Boys School
2000-2008

Secondary School
Leaving Certificate
2009-2014

College
First Class Honours – Honours in Computing
Evening
2016-2020

Certificate of Completion
Bitcoin 101, Ethereum 101, Smart contract
programming completion
Ivan on tech academy

EXPERTISE

Project and strategy management

Windows 10 and Office 365

CryptoCurrencies – BTC ETH

Interpersonal Skills, Communication

Computer programming

PROFESSIONAL PROFILE

- I am a highly motivated and conscientious worker with a strong technological background and vast knowledge of IT and computer systems. I have excellent interpersonal skills and am very approachable and friendly. I am driven and dedicated to learning and gaining as much experience and exposure as I can. I love to work on interesting projects and challenge myself regularly. I have a mind for problem solving and working efficiently.
- I have a heavy interest in crypto and blockchain, and other emerging technologies. I have studied Bitcoin and other crypto projects in great detail and have a good working knowledge of Ethereum and smart contract platforms.

EMPLOYMENT HISTORY

Great West Life Europe | End-User Technology
January 2020 – Present

Responsibilities:

- Technical Support.
- User and Inventory management.
- Office 365 and Windows 10 roll out project.
- Service management.
- Licensing management and compliance.
- Disaster recovery and BCP testing.
- Workstation maintenance and refresh.

Canada Life Reinsurance | Network Administrator / Support Engineer
September 2017 – December 2019

Responsibilities:

- Technical support for userbase of 85 users.
- Active Directory maintenance and management.
- Full implementation of machine imaging software to automate and streamline the machine build process.
- Full transition of all computers to windows 10 from windows 7.
- Full transition of user fleet to office 365.
- McAfee ePolicy Orchestrator management.
- Server maintenance and upgrades.
- Weekly and Monthly Backups of server fleet.
- Inventory Management, Software and OS patching.
- SQL Server management.
- Transition of Services to GWLE of entire computer and server fleet – included a reimaging and transfer of all servers and computers in the CLRE domain.
- Office move including the moving of all Server equipment and IT Hardware to new office.
- Licensing management and compliance
- Disaster recovery and BCP testing

SKILLS

Customer Relations Conscientious Administration



Team Player

Objective Driven

Adaptable



TRAITS

CREATIVE

PEOPLE PERSON

HARD WORKING

DEDICATED

SENSE OF HUMOUR

INTELLIGENT AND FAST LEARNER

INTERESTS



EMPLOYMENT HISTORY (CONTINUED)

Irish Aviation Authority | IT Support Engineer

October 2015 – August 2017

Responsibilities:

- Management of BAU helpdesk tasks for over 1200 users in the company.
- Active Directory and inventory management and administration.
- Software licencing compliance.
- Organisation of ICT areas such as store rooms, comms rooms and server racks.
- Desktop Patching, Encryption and anti-virus management.
- Full transition of desktop and laptop fleet to Windows 10.
- Full transition of users and machines to office 365.
- Implementation of imaging system to automate and streamline machine build and roll-out processes.
- Full revamp of the company's AV systems in conference rooms.
- Full Revamp of Pilot exam room with new computers access points and peripherals.

Work Experience/Part time Jobs

Companies included: Tasty Breaks/ Liffey Sound Radio/ Little Folks Preschool

2012/2013

Responsibilities:

- Dealt with customers in a friendly manner while providing customer service.
- Cashier, accurately handling cash and using till system.
- Menu planning
- Food preparation
- Implementing health and Hygiene procedures
- Produced and recorded a 1-hour talk show
- Produced a 1-hour music slot
- Edited a news segment
- Supervised Children
- Assisted them with daily tasks
- Dealt in a friendly and courteous manner with parents.
- Attend curriculum planning meeting with the staff.

Achievements and Interests

- Added to the Deans Honor list for > 70% grade average in 3rd year of college NCI.
- Great Knowledge of Crypto Currency and world finance.
- Final Year College project – Prescriptions on Ethereum, distribution of prescriptions to patients via Ethereum via ERC721 asset token standard.

REFERENCES

Irish Aviation
Authority

Liam Ryan

087 2232211

Canada Life
Reinsurance

Paul Curran

087 674 6291