

# SHANE O'NEILL

## CONTACT



19 Hermitage Garden, Hermitage Park, Lucan, Co.Dublin, Ireland.



+353 (0) 83 471 3154



[Shaneoneill1995@gmail.com](mailto:Shaneoneill1995@gmail.com)



[www.shaneoneill.eu](http://www.shaneoneill.eu)

## EDUCATION

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 3<sup>rd</sup> 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