

KEVIN FLANAGAN

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PROFESSIONAL SUMMARY

Experienced Customer Support Engineer transitioning to a career in software development with a keen interest in data management having worked with Healthcare Data Management Systems with Siemens Healthineers. Demonstrated proficiency in troubleshooting, diagnosing, and resolving issues across a range of mechanical, electrical, and computer-based systems. Excel in providing exceptional customer service by effectively communicating technical solutions and delivering comprehensive user training. Currently pursuing a Diploma in Full Stack Software Development with three of the required five projects completed. My aptitude for learning new technologies and dedication to customer-centric solutions make me a valuable asset to any organization aiming to enhance operational efficiencies and deliver outstanding support services.

EDUCATION

2023 to Present	Diploma: Full Stack Software Development Code Institute, Dublin, Ireland. Credit Rated by University of West of Scotland Technical Syllabus Technologies: HTML, CSS, JavaScript, Python Databases: MongoDB, MySQL, Postgres Frameworks: Django, jQuery, Bootstrap Version Control: Git, GitHub
2003 to 2004	Higher Diploma: Engineering Dublin Institute of Technology
1996 to 2000	BSc (Hons): Physics NUI Maynooth

EXPERIENCE

2007 to 2023	Customer Support Engineer Siemens Healthineers <ul style="list-style-type: none">Performed onsite installation, modification, maintenance, and repair of Ultrasound, X-Ray, and Dicom (Digital imaging & Communications in Medicine) PACS (Picture Archive and Communication System) systems.Dicom PACS systems involved both server and client PC hardware installation.PACS system software and SQL database was then installed and configured.Provided technical support both onsite and remote to troubleshoot, repair, and maintain operational efficiencies of all mechanical, electrical, and computer-based systems.
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- Trained users to operate new software and computer equipment.
- Documented repair and maintenance reports to track history and maintain accurate records.

2006 to 2007

Customer Support Engineer

Tokyo Electron – Leixlip

- Job responsibilities included the installation of new TEL Lithography systems
- Maintaining the Installed base at the customer site, upgrading and modifications to existing equipment
- Responsibilities also included interfacing with the customer and driving system optimization, together with continuous improvement projects to ensure maximum Customer satisfaction.

2005 to 2006

Customer Support Engineer (Contract)

Xsil Ltd - Dublin

- Job responsibilities included the installation of Xsil's upgraded laser micro-machining systems from gas-assist laser cutting to water-assist
- Power up and software upgrade of installed machines, Servicing coherent lasers, Genmark Robot configuration, XY stage configuration, calibration of vision systems
- Qualification and acceptance of machines to be handed back to HP to be used in their high-volume laser cutting manufacturing.

2002 to 2003

Equipment Operator

Pfizer Pharmaceutical - Australia

- Traveled around the world working in Australia on the way.

2000 to 2002

Lithography Engineer

Intel Ireland – Leixlip

INTERESTS

My interests are golf, GAA, and swimming. Spending time with my family and being involved with my three kid's sports clubs.