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**

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| **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 |

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| **1996 to 2000** | BSc (Hons): **Physics**  NUI Maynooth |

**Experience**

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| **2007 to 2023** | Customer Support Engineer  Siemens Healthineers   * 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. * Trained users to operate new software and computer equipment. * Documented repair and maintenance reports to track history and maintain accurate records. |

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| **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. |

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| **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. |

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| **2002 to 2003** | Equipment Operator  Pfizer Pharmaceutical - Australia   * Traveled around the world working in Australia on the way. |

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| **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.