

# Mark O'Brien

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## **PERSONAL PROFILE**

Confident and competent in the use of IT Software, Systems and Principles. Completed an enjoyable period of work experience, demonstrating a natural aptitude for interacting with customers and providing service with a smile. Keen to secure a role within I.T which will provide opportunities for further development and progression.

## **KEY SKILLS**

- Applications: Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Programming Languages: JavaScript, HTML5, CSS, Python, Java
- Operating Systems: Windows 7, Windows 8, Windows 10
- Database Systems: MySQL, SQL Server
- Customer Service Experience
- Administration Skills

## **EDUCATION AND TRAINING**

**Sep 2020 – May 2021**

**College of Commerce, Cork**  
**Advanced Development**  
**Level 6**

*Modules:*

Graphical User Interface Programming (Java), Software Architecture, Project Management, Object Oriented Programming (C++), Relational Database, Web Development

**Sep 2019 – May 2020**

**College of Commerce, Cork**  
**Software Development**  
**Level 5**

*Modules:*

Fundamentals of Object Oriented Programming, Software Architecture, Programming and Design Principles, Web Authoring, Networking Essentials, Maths for Information Technology

## **WORK EXPERIENCE**

**PFH Technology Group**

### *IT Support Engineer*

*September 2022 – December 2023*

- Take incoming calls and perform outgoing calls relating to the resolution of technical issues and requests for HSE staff.
- Generate tickets in response to phone calls and deal with existing technical requests in my queue.
- Phone users regarding tickets and follow up on tickets to ensure they are resolved to the end users' satisfaction.
- Deal with Microsoft Office suite, Adobe products and a number of other HSE specific software.
- Resolve device & networking issues.

### *IT Support Engineer*

*June 2021 – August 2021*

- Provided premium quality phone and remote support for HSE users.
- Communicated with customers on a regular basis via phone and email.
- Took an active part in team conference calls
- Logging calls (tickets).
- Updated helpdesk documentation so that support information is available and current for each customer.
- Complete timesheets daily.

### **Cork University Hospital**

#### *Housekeeping Assistant*

*Dec 2019 – June 2020*

- Ensured cleaning of the general areas and residents' rooms was carried out daily.
- Proper use and storage of cleaning materials.
- Ensured the environment was safe at all times.
- Cleaned and tidied of storeroom on a structured basis.
- Changed bedroom curtains and bed screens as required.
- Served refreshment to patients daily

### **VM Ware**

#### *Intern Global Security Department*

*Feb 2020 - Mar 2020*

- Worked on an intern project to develop a website using Python with various libraries as well as mongo DB to store the data. This website was designed to track interns progress in the future. Gained knowledge and experience about querying to databases through Python, creating websites using Python and various Python libraries.
- Attended a one-day course in ethical hacking, learning how to use Linux and knowledge of SQL to understand the security measures that must be created to make sure criminal hackers cannot compromise or steal data.
- Learned about the various products VMware provides to their customers as well as the virtual machine technology and the uses for the products of VM Ware has.
- Attended meetings with the security department team and had daily meetings with mentor each day to categorise my progress in the Python internship website project.

### **INTERESTS**

- New Technology: Keen interest in software developments
- Keeping fit : Boxing and Jiujitsu

- Languages: Learning basic Russian, taught English to Spanish students through Interway