

Matthew McDaid

Galway House, Radnor Street, London, EC1V 3SL
+447553752876, matthewmcdaid1@hotmail.com,
www.linkedin.com/in/matthewpmcdaid/, <https://github.com/Mcdaid101>

PROFILE

English and History graduate of NUI Galway and Certificate in Computing graduate of National College of Ireland. I have several years' experience in customer service, retail and logistical based roles and two years' experience in the pharmaceutical manufacturing industry as a production operator. I am a student at the UCD Professional Academy and the Code Institute studying a Professional Diploma in Full-Stack Software Development where I am hoping to gain a future career in the computing industry. I am also a qualified English as a foreign language teacher with my degree awarded by the TEFL institute. Currently searching for a position in London.

EDUCATION

- Sep 2022 — Present Part time (Weekends) Professional Diploma in Full-Stack Development, The Code Institute.
Modules studied: *HTML, CSS, JavaScript, Python and SQL*.
- May 2022 — Aug 2022 Certificate in Computing (Level 8), National College of Ireland, Dublin
Grade: 2:1 (Hons)
Modules studied: *Computer Architecture, Operating Systems and Networks. Introduction to Databases.*
- Sep 2017 — May 2020 BA in History and English, National University of Ireland, Galway
Grade: 2:2
Modules studied: *English Literature, Romanticism, Creative Writing, Warfare, Pre-War Germany, Irish History.*
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EMPLOYMENT HISTORY

- Aug 2022 — Dec 2022 Customer Service Agent, Electric Ireland
- Provided customers with quality assistance through phone calls.
 - Implemented product and system knowledge to problem solve for customers.
 - Taking payments and setting up direct debits.
- Mar 2022 — Aug 2022 Delivery Van Driver, Clare Distribution Services
- Delivered groceries to customers for a local supermarket chain.
 - Keeping track of customers faulty goods and refunding them where necessary
 - Maintaining the upkeep of the company van.
- Aug 2021 — Mar 2022 Production Operator, AbbVie
- Inspected and produced cosmetic products for CoolSculpting.
 - Monitored quality control of products.
 - Work efficiently to meet target deadlines.
- Oct 2020 — Aug 2021 Production Operator, Medtronic
- Producing catheters on a production line.
 - Inspecting each product was up to the standard of the quality department.
 - Maintained a clean workspace.
- June 2017 — May 2019 Sales Assistant, Spar – Letterkenny & Galway
- Ensured high levels of customer satisfaction.
 - Processed cash and card transactions.
 - Monitored and replenished stock levels.

SKILLS	Communication	Programming
	Problem Solving	Diligent
ACHIEVEMENTS	Full Driving License	
	Manual Handling	
	Safe Pass Certificate	
REFERENCES	References available upon request.	