MICHAEL MACDONAGH

Developer | Designer | Support Technician

PROFILE

I am support focused, reliable, and curious; I help my team keep things running smoothly. I've spent the last few years working on internal projects and operations: troubleshooting, documenting, fixing broken processes, and making sure people have what they need to do their jobs. I'm comfortable digging through bugs, writing clean user guides, or training AI assistants to handle routine queries. I keep things practical, calm, and clear and I like working in the background to make systems (and people) work better.

EXPERIENCE

EirEvo (formerly Evros Technology Group)

Junior Power Apps Developer   December 2019 – September 2025

- Internal application support for SharePoint, Teams, line-of-business tools.
- Built and maintained documentation: user guides, environment setup, etc.
- Created and managed Classic SharePoint sites.
- Managed the backlog of issues using DevOps & Autotask; triaged bugs, logged enhancements, and monitored progress.
- Facilitated team standups, hosted weekly round-ups, and organized internal knowledge-sharing sessions and Client Liaison.
- Trained and configured support AI agents for internal help desk automation.

Mechmadhog (Freelance + Collaboration: Avaz & Digital Assist)

Freelance Developer & Digital Consultant   June 2015 – Present

- Assisted clients with tech stack setup, website development and maintenance.
- Provided strategic advice on tools, automation, and user flow improvements.
- Created lightweight documentation and tutorials for client handovers.
- Delivered client-facing websites and performed backend setup (hosting, domain, email).
- Developed and migrated WordPress installations, email servers, and SSL setups.
- Collaborated on user-facing design, branding, and custom theme development.
- Produced marketing materials, graphics, and promotional videos.
- Performed SEO enhancements, analytics reporting, and light UX research for SMEs.

CORE COMPETENCIES

Support & Operations:
Ticketing (Autotask), Backlog Grooming, Client Liaison, Testing

Documentation:
User Guides, Test Scripts, Internal Knowledge Bases, Standard Operating Procedures

Tooling & Platforms:
SharePoint (Classic & Modern), MS Suite, DevOPs, VS Code, Docker

Light Development:
HTML, CSS, JS, Bootstrap, Git, Shell Scripting, XAMPP

Automation & AI:
CoPilot Studio, RegEx, Flows, MCP (n8n), LM Studio

Communication & Collaboration:
Slack, Teams, Daily Standups, Internal Demos, Remote Support

EDUCATION

B.A. in Creative Digital Media   September 2007 - May 2010
ATU (formerly Letterkenny Institute of Technology)
<u>Subjects:</u>
 Web Design, Motion Graphics, Audio/Video Production, UX, Product Design, Creative Image Making,
 Play / Create and Project Management

ADDITIONAL DETAILS

For a more extensive description of my work history, please visit my
LinkedIn: https://www.linkedin.com/in/michaelmacdonagh/
Codepen: https://codepen.io/Mike-MacDonagh/pens/popular/
GitHub: https://github.com/MechMadHog/
Portfolio: https://michaelmacdonagh.net/

REFERENCES

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