NICHOLAS O'DONOGHUE

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FULL-STACK WEB DEVELOPER

[GITHUB] | HTML, CSS, BOOTSTRAP, JS, RUBY, RAILS

A highly motivated and ambitious IT professional with a passion for learning and expanding my skillset. Following a year-long adventure exploring different cultures and lifestyles around the world, I have made the decision to specialise further within the IT industry. I have recently completed a rigorous and intensive bootcamp program at Le Wagon, where I developed my proficiency in full-stack web development, working collaboratively with a team of up to five colleagues. My experience using Git to manage and maintain our codebase, as well as mastering the fundamentals of Ruby, has equipped me with the skills to design and build complex web applications from scratch. I thrive in dynamic environments, and I am committed to continuously improving my knowledge and expertise to deliver exceptional results.

WEB PROJECTS

Final Project – [All of You]
- Collaborated effectively with a cross-functional team of five to design a database schema for a web application built using Ruby on Rails
- Contributed to the development of the application's backend by creating controllers, models, and views, ensuring a smooth and seamless user experience
- Demonstrated proficiency in both front-end and back-end development by contributing to the design and implementation of the user interface once the backend was completed
- Utilized strong communication and collaboration skills to ensure project deadlines were met and deliverables were of high quality

AirBnB Clone – [Every Bite Counts]
- Collaborated with a team of four to design a robust database schema for a web application built on Ruby on Rails
- Contributed to the development of the application's core functionality by creating controllers, models, and views, ensuring a streamlined user experience
- Showcased adaptability and flexibility by contributing to the implementation of the user interface after completing work on the application's backend

CAREER ACHIEVEMENTS

- Achieved key results throughout career to date which has involved significant progression through ongoing recognition including promotion to current 2nd Line Service Desk Analyst role after only 14 months within a 1st line position at Lidl GB
- Selected to lead and deliver multiple projects in Lidl GB including managing the highly complex roll out of a print infrastructure that encompassed over 200 devices on a national basis and extensive collaboration externally and with both the networking and server & client teams
- Thrived as the Windows 10 Upgrade Project Lead at Lidl, this involved managing the upgrade of all devices from Windows 8.1 to the Windows 10 OS and encompassed complex coordination with 13 additional professionals, successfully delivering all project aspects in line with objectives and timescales

CAREER SUMMARY

Lidl GB, Wimbledon, London   **Mar 2017 – Oct 2021**

Achieve ongoing success and progression within Lidl GB, this has included promotion into the 2nd Line Service Desk Senior Analyst position after only 24 months as the 1st Line Administrator and 2nd line Analyst, developing and utilising comprehensive technical understanding and vast business knowledge

Service Desk Senior Analyst
- As a Service Desk Senior Analyst, I provide 2nd line support to a service desk team with over 800 incidents and 700 monthly requests. I maintained a high level of technical expertise to solve complex issues and ensure prompt resolution
- I oversaw a large technical function that supported over 2,800 PC and laptop users and 28,000 employees nationwide. I develop strong relationships with users and provided training and mentoring to new analysts while maintaining exceptional ticket closing levels
- I deliver leadership expertise by leading various business projects, such as Konica Minolta SafeQ Roll Out, Windows 10 Upgrade, and IBM Notes and SCCM Administration

Key projects include:

Konica Minolta SafeQ Roll Out Project Lead
- I robustly managed the upgrade of over 235 printers across head office and 16 remote sites, including SafeQ embedding terminal on all devices and production and installation of printer shares

Windows 10 Upgrade Project Lead
- I coordinated the upgrade of 2600 clients within 15 national sites and led 13 IT Analysts during the upgrade of over 100 clients each of the 13 sites

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ADDITIONAL EXPERIENCE

OrangeTheory Fitness (David Lloyd Leisure), Aldgate, London　　　　　　　　　　　**Feb 2015 – Feb 2017**
Senior Sales Associate
- Headhunted for pivotal sales role, developing robust public relations and corporate partnering for business growth
- Managed marketing events from concept to delivery, driving sales and improving customer satisfaction
- Exceeded sales targets by 125%, and initiated successful learning and development for Sales Consultants
- Implemented a stringent lead database, improving reporting process and communication with customers

Fitness First, Tower Hill, London　　　　　　　　　　　　　　　　　　　　　　　**Jan 2010 – Feb 2015**
Club Sales Manager
- Promoted into this key management role following ongoing success as a Personal Trainer, driving and delivering enhanced communication flow, client network and sales growth
- Developed and implemented sales and attrition targets involving tracking and reporting to area management
- Led 15 Personal Trainers, ensuring exceptional standard levels were maintained and best practice compliance

IT Start Up – [My Fixed Computer](#) (no longer live)　　　　　　　　　　　　　　**Jan 2008 – Oct 2011**
IT Technician
- Launched and managed web-based IT support company, building strong client relationships and using broad technical expertise to deliver successful installations, repairs, and maintenance support
- Provided consultative support and guidance on information security, backup technology, encryption, and VPNs, demonstrating problem-solving skills across multiple technologies including Microsoft Suites, Windows, Linux, and Mac OSX
- Achieved enhanced annual revenues, developed a comprehensive client database, and acquired extensive technical skills and knowledge

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AREAS OF EXPERTISE

Information Management	Project Management Experience	Highly Customer Focused
Enhancing Customer Experience	Hardware and Software Support	Collaborative Partnering
Multiple Technologies	Strategic Planning	Training and Mentoring
Enhancing Efficiency and Performance	Consultative Approach	Extensive Business Wide Support
IT Service Desk Telephone Systems	Complex Diagnosis/ Problem Solving	Complex Print Infrastructures
Technical/ Non-Technical Communication	Cost Reductions	Networking Team Collaboration
Best Practice Compliance	Outstanding Analytical Skills	Learning and Adapting Quickly

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QUALIFICATIONS AND PROFESSIONAL DEVELOPMENT

ITIL v3 Foundation
Comp TIA A+ Certification – IT Technician
BTEC IT Certificate – Advanced
BTEC National Diploma in IT, Computer and Business Studies

IT AND TECHNICAL SKILLS

Microsoft Office Suite, Adobe tools, calendar systems, and multiple databases, including CRM software
Microsoft Windows 8.1 / 10
Microsoft Server 2008 / 2012 / 2016
Microsoft SCCM / Active Directory ADUC / Group Policy / DFS Management / DHCP / IDM
Microsoft Office 2013 / Office365
Microsoft Azure / Microsoft vSphere / Microsoft SharePoint
Networking and port patching / Network port security w. Putty / Networking LAN/WLAN/VLAN
Cisco CUCM administration
Apple iPhone / iPad deployment, enrolment & administration w. MDM

References Available Upon Request