Orla Coleman

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Personal Profile

I am a friendly, motivated and hard-working individual.
I spent over three years living in Melbourne, Australia after which I moved home for a year to complete a
Higher Diploma in Software Design and Development. This is a conversion course from my original degree
in Mathematics & History. The higher diploma is of the same level as my bachelors degree.
I also completed a Diploma in Information Technology from the Southern Cross Education Institute.

Skills

- Java
- C#
- ADO.Net
- Angular
- Spring Boot
- Entity Framework
- MySql
- CSS
- Bootstrap & Bootstrap Material Design
- JavaScript
- Node.Js
- Play Framework
- GitHub
- Vagrant
- Virtual box

Work Experience - Software Development

Junior BA Consultant   **August 2019 - October 2019**
Sogeti Ireland
Client: Insurance Company

Responsibilities:
- Mapping data from different business partners into a data warehouse.
- Creating business rules and document meteirs for the mappings.
- Analysing the data to understand how it works in order to be able to map it correctly.
- Loading data to local database using SSIS.
- Querying the database using SQL language and Microsoft SQL Server Management Studio.
- Understanding the business logic and how the company operates.
- Participating in daily stand-ups.

Internship June 2019 - August 2019
Sogeti Ireland

Responsibilities:

- Developing in office web application using:
  - Angular frontend
  - ASP.Net with Entity Framework
  - Sql database

This is a web application being created to allow answers to be recorded per company in a database and logged with each associated question. Making a currently manual process more automated, and making the data more easily accessible to analyse.

- Requirements gathering for a new system to be put in place with HR
- Running workshops on both projects
  - owner of the web application workshop

Work Experience - Office

Administration May 2017 - May 2018
VHIA Melbourne

Responsibilities:

- Front of house reception.
- Answering telephone calls and enquiries.
- Greeting clients upon arrival and showing them to the boardroom.
- Scanning of documents, filing and other admin duties.
- Working with Aptify and other computer programmes
- Scheduling and confirmation of meetings.
- Setting up the Boardroom in preparation for meetings.
- General PA duties for consultants.
- General data-entry duties

Customer Service Consultant September 2016 – March 2017
Australia Post, Melbourne

Responsibilities:

- Meeting and exceeding KPI's set monthly
- Meet personal/customer service team sales targets and call handling quotos
- Generate sales leads
- Identify and asses customer needs to achieve satisfaction
- Maintain a high level of professionalism while on the phone
- Build sustainable relationships of trust through open and interactive communication
- Working with CRM systems and practices
- Keep records of customer interactions, process customer accounts and file documents

Application Service Representative May 2016 – August 2016
Yarra Valley Water

Responsibilities

- Assess residential property plans before processing applications for water and sewer connections
- Process all land development and building applications, which includes plumbing products and responding to enquiries and completing referrals
- Have a high knowledge of the building industry and its guidelines in Victoria
- Constantly adapt to changing computer systems and working with multiple systems at one time
- Resolve and respond to customer phone calls and emails in an efficient and timely manner with regard to residential developments applications in a professional manner
- Process all Pressure and Flow applications for water services
- Build relationships with developers

Work Experience - Kitchens

The Wee Chief Bar and Restaurant – St. Kilda, Melbourne   February 2015 – May 2016

Cook

   Cooking meals to order – on time and well presented
- Maintaining consistent quality in every dish
- Serving up to and over 70 covers a night
- Working alone during full service hours – breakfast, lunch and dinner
- Simultaneously using large volume cooking equipment during service
- Food Preparation
- Maintaining the highest standards of food and kitchen hygiene
- Cleaning of the grill and all bench tops
- Maintaining and ordering supplies

The Pint on Punt Bar and Restaurant – St. Kilda, Melbourne   May 2015 – December 2015

Cook – promoted to fill in head chef

- Cooking meals to order – on time and well presented
- Maintaining consistent quality in every dish
- Serving up to and over 60 covers both during lunch and dinner
- Working alone during full service hours – lunch and dinner
- Maintaining stock levels daily and ordering stock
- Full creative control of the kitchen – creating and designing new specials weekly
- Temporary head chef – two chefs under my responsibility
- Trained two new chefs
- Budgeting and dealing with food reps in order to keep kitchen costs to a minimum without compromising the quality
- Food Preparation
- Maintaining the highest standards of food and kitchen hygiene
- Cleaning of the grill and all benchtops

Mammys Boy – St. Kilda, Melbourne   May 2015 – August 2015

Cook

- Working in high paced fast food restaurant

- Executed daily operations of all stations on line.
- Cleaned work area and food preparation equipment
- Successfully handled opening and closing of the establishment
- Stored food in designated containers and storage areas to prevent spoilage
- Provided excellent customer service in a high-volume, fast paced environment
- Simultaneously operated cooking equipment such as grills and deep-fat fryers during busy service times

Education

National University of Ireland Galway   **September 2018 – August 2019**
Higher Diploma in Software Design & Development (Level 8)

Southern Cross Educational Institute   **March 2017 – May 2018**
Diploma in Information Technology

National University of Ireland Galway   **September 2011 – August 2015**
Bachelor of Arts Degree in Mathematics & History (Level 8)

St Enda's Secondary School, Galway   **September 2005 – June 2011**
Achieved an all honours & 415 point Leaving Cert result

Additional Information

- Completed volunteer work both overseas in Africa for a period of four weeks, and at home with Operation Christmas Child for 4 years