

# Curriculum Vitae - Paul Fleming

[pmflemingdev@gmail.com](mailto:pmflemingdev@gmail.com)

083 482 6122

<http://www.flemingtonstarr.com/>

32 The Pines, Sea Road  
Arklow, Co. Wicklow

## Skills

Tech Support	Salesforce Administrator Certified, Case Management & Escalations, AD Security groups & shared folders, Troubleshooting software and hardware issues on Mac OS, Windows, Linux, Android & iOS, Blancco, Gpanel, AirWatch MDM, OS Installation & Provisioning, CyberArk, Bit9, Cisco Admin, Software Deployment, DEB and RPM package management.
Software Development	HTML & CSS, Javascript & JQuery, Python, Flask & Django, Git, SQL & MongoDB, Fundamental Command Line knowledge, VIM, Basic Shell Scripting & Cron Jobs.
Teaching	Language Training, Mentoring, Curriculum & Content Creation, Lesson Planning, Writing Exams.

## Experience

Dec 2018 - Present	<b>Salesforce - Technical Analyst</b> - Dublin, Ireland  Member of Internal Tech Support Team. Supporting & troubleshooting issues for users across the globe via Cases, Phone Support and Live Chat. Follow the sun 24/7 shift support.  Troubleshooting issues for MacOS, Windows, Linux, Android and iOS. User Management and System Administration across the Salesforce Platform and other connected systems.  <i>Highlights</i> Regularly exceeded expectations and have been publicly thanked for daily duties as well as volunteer work as Champion and Head Mentor of Salesforce Coder Dojo. Mentor for winners of Salesforce Innovation competition who built and coded a remote control robot and led three teams to Coolest Projects 2019. Passed Certified Salesforce Administrator Exam.
Nov 2017 - Dec 2018	<b>Salesforce - Lead Provisioning Analyst</b> - Dublin, Ireland  Responsible for imaging all laptops (Mac, Windows, Linux) for a user base of 7000+ across EMEA including New Hire machines and EOL Swaps. Inventory Management for secure IT Lab. Safe and legal disposal of old assets using Blancco Wiping & secure removal organization. Troubleshooting Network and Imaging errors in liaison with Client Engineering Team. Audit Management.  <i>Highlights</i> Increased Dublin IT Labs Audit Score from 66% to 99% within three months and maintained this level. Restarted the Salesforce Coder Dojo which had become defunct. Took part in Dublin's Team in the Salesforce Hackathon A.I. Challenge.
Apr 2016 - Oct 2017	<b>Ipsos MRBI - Market Researcher</b> - Dublin, Ireland  Conducted telephone interviews with businesses and consumers to gather market research data. Negotiation and communication skills, problem solving, data input and analysis.  <i>Highlights</i> Studied Full Stack Web Development with The Code Institute during this time.

Sep 2015 - June 2016	<b>Personal Time - Carer - Dublin, Ireland</b>  Acted as carer for terminally ill family member. This was the reason for moving back to Ireland.
Sep 2011 - Aug 2015	<b>Aston Education, Jilin Younovo Education, Riverdeep Immersion Subject English, Westiline School - English Language Teacher - China and Cambodia</b>  Curriculum Development, Classroom Discipline, Lesson Planning, extra curricular activity planning (cooking, craft, movie and pottery classes) Teaching all ages from Kindergarten to Adults. IELTS Exam prep. Taught Canadian High School Business and Maths.
<i>Highlights</i>	<i>Teacher Of The Year Award 2014. Main teacher for 8 students who went to Canada to finish High School in an exchange program with a Canadian High School in Toronto. Travelled China with work, particularly under-developed areas (Jilin and Guizhou).</i>
May 2011 - Aug 2011	<b>Powerhouse GYM - Yoga Teacher - Australia</b>  Hatha Yoga, Meditation and Pranayama Instructor. Beginner and Intermediate classes. Groups and Individual tuition.
<i>Highlights</i>	<i>Created program alongside a psychologist to help her clients mental health. Studied TEFL and awarded International Teaching License.</i>
Sep 2009 - May 2011	<b>Turner Farms, Young Australian Hotel, Dicey Rileys, Ashiyana Yoga School - Farm Hand, Barman, Forklift Driver - Australia &amp; India</b>
<i>Highlights</i>	<i>Travelled Australia while training and saving for Yoga Teacher Training Course in Goa, India. Awarded Yoga Teacher RYT200 Cert.</i>
Sep 2005 - Aug 2009	<b>Flemings Of Dun Laoghaire Roofing, Danninger Limited - Roofing Apprentice, Site Clerk - Dublin, Ireland</b>
<b>Education</b>	<b>Salesforce Certified Administrator - Salesforce Academy - Dublin &amp; Online</b> <b>Diploma in Software Development - The Code Institute - Dublin &amp; Online</b> <b>Fundamentals of Linux Administration - Cybrary IT - Online</b> <b>TEFL International Teaching License - Australasian Training Academy - Australia</b> <b>RYT 200 Yoga Teacher- Ashiyana Yoga School - India</b> <b>Leaving Certificate (High School completed 2005) - Clonkeen College - Dublin, Ireland</b>
<b>Languages</b>	English ( <i>Native</i> ) Mandarin ( <i>Basic Conversational Level</i> ) Irish ( <i>Basic</i> )
<b>Links</b>	
Professional	<a href="https://github.com/PaulMFleming">https://github.com/PaulMFleming</a> <a href="http://ie.linkedin.com/in/paulmfleming">http://ie.linkedin.com/in/paulmfleming</a>
Development Examples	<a href="http://www.distracktrekrecords.ie/">http://www.distracktrekrecords.ie/</a> <a href="http://www.citymorguefilms.com">http://www.citymorguefilms.com</a>  <a href="https://imom.herokuapp.com/">https://imom.herokuapp.com/</a> <a href="https://frozen-oasis-15164.herokuapp.com/">https://frozen-oasis-15164.herokuapp.com/</a>
<b>Interests &amp; Hobbies</b>	Music Production, Playing Guitar, Mandolin & Bouzouki, Rock Climbing & Bouldering, Camping, Hiking, Meditation, Yoga, Reading, Writing, Animals, Volunteering with Coder Dojo, Tai Chi & Qi Gong.