

Phillip Healy

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Profile

- I have a passion for many forms of technology, I learn quickly and can break information down well for technical or lay people as needed.
- Working in both academic and industry environments has developed my teamwork and personal skills, giving me the ability to find a place in any team and in any setting.
- I consider education to be a lifelong privilege and have pursued both academic and independent learning to gain new knowledge and sharpen old skills.
- Working in many varied settings has strengthened my communication skills and highlighted my ability to adapt to whatever situation I am presented with.
- I take direction well and enjoy working both independently and as part of a team.

Education

2019-Present **Honours Degree in Computing with IT support**, Dublin City University
Distance Learning: Just finished 6 of the 7 modules needed for the honours degree. Those modules focused on Modern Communications and Networking, Software Engineering Methodologies, and Database Administration. My dissertation looked at web accessibility for the visually impaired.

2018-2019 **Ordinary degree in computing with network infrastructure**, Institute of Technology Tralee: Add on year which focused on advancing skills in various computing languages e.g. Python, Ruby, C++, as well as the many aspects of IT such as embedded systems, Web Design, DevOps, Systems administration, and networking. My final year project focused on white hat penetration testing as a tool for cyber security.

2015 - 2017 **Higher Certificate in Computing with IT Support**, Institute of Technology Tralee: Course focuses on developing technical and practical skills with computers and a foundation of knowledge allowing me to work as part of a team in a support capacity maintaining ICT infrastructure in an organisation. Skills include proficiency in computer hardware, network fundamentals, routing concepts and protocols as well as fundamental knowledge of programming languages and web design.

Career history

Nov 21-Present **JRI – Global Operations Specialist**

- Monitor alerting system to raise tickets and escalate critical issues with relevant teams within a 15-minute SLA.
- Monitor and maintain flow of daily automated batch schedule and report where appropriate late or failed jobs.
- Engage with change management process to ensure all changes cause as little impact as possible.
- Carry out ITSRs to implement changes that have been approved for anything from switching server resources to running job schedules or patching the environments.

- Maintain non-production testing environments through all stages of development and testing to ensure anything that reaches production is of the highest quality.
- Track repeat issues and work with support teams to flag potential problems and find solutions.
- Create and update organisational knowledgebases at varying levels to increase efficiency and competency of all teams.
- Perform hourly checks on the health of various systems to head off problems before they can impact.
- Act as go between for various other teams in time-zones all across the globe to get the right information to the right people at the right time.
- Train 3 new hires to be fully effective and autonomous in all of the above in an 8-week period.

Jan 17-Sep17 Fexco – IT support technician LV 2

- Managed help requests and prioritised jobs using a ticketing system and SLAs
- Helped customers and clients in a variety of ways to fix anything gone wrong or to avoid issues proactively.
- Dealt with both hardware and software on a regular basis, constantly having to keep my knowledge updated.
- Worked on projects with diverse teams spanning the whole company in multiple countries.

Nov 14-Apr 15 Carphone Warehouse – Sales Consultant

- Advised customers on the best choice of price-plan and handset for their individual needs.
- Escalated issues customers were dealing with to the relevant teams and delivered the best experience in every situation.
- Batched contracts and managed stock.
- Cashed up, opened, and closed the store as required.

Hobbies and Interests

I love to read, and particularly enjoy fantasy/fiction novels. I spend a lot of my spare time on my computer reading, playing, or coding. I have chosen IT as my field of study for my future career. I run a boardgame club for a group of friends and family where we play all kinds of boardgames, card games, and roleplaying games. I feel this has helped develop my team-working and communication skills, allowed me to adapt to many different scenarios and settings, as well as fine tune my ability to break down information for others. I code in my spare time using Godot script and have released a game during lockdown. I took part in the Codeathon challenge this March and it was an amazing opportunity to learn Git source control and team development. I was previously certified in Occupational first aid with a defibrillator, Manual handling with safe patient lifting, and Fire safety. I am more than happy to recertify in any or all of those.

References

Available on request