

Phillip Healy
Killeacle House, Ardfert,
Co. Kerry, V92CD80
087 9771987
Philliprhealy@gmail.com

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 am an eager learner and have pursued independent learning even outside of University work to gain new skills and sharpen old skills.
- Working in so many varied settings has strengthened my communication skills and has 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.

Finished 3 of the 7 modules needed for the honours degree. Those modules focused on Modern Communications and Networking, Software Engineering Methodologies, and Managing the Digital Landscape. Currently doing Database Management and Entrepreneurship and Innovation.

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, DevOps, Systems administration, and networking. My final year project focused on penetration testing as a tool for cyber security.

2015 – 2017 **Higher Certificate in Computing in 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

Jan 17-Aug 17 **Fexco – Level 2 IT Technician**

- Sorting tickets by SLA and prioritising daily tasks during a morning Kanban.
- Connecting with clients to help in understanding an issue and resolving problems.
- Teaming with different departments and specialists on a multitude of different tasks.
- Automation of repetitive tasks via workflow software or batch scripts.
- Assisting on various projects both locally and globally, including heading one as IT lead.

- Learning to become familiar with a huge amount of software in order to assist many different departments and customers.
- Updating the company knowledgebase whenever uncovering new information or fixes.

Nov 14-Apr 15 **Carphone Warehouse – Sales Consultant**

- Advising customers on the best choice of price-plan and handset for their individual needs.
- batching contracts, managing stock.
- cashing up, opening and closing the store as required.

Sep 12-Jun 14 **Kerry Hospitals – Student Nurse**

- Worked with a preceptor (supervising nurse) as part of a nursing team in various hospital settings, filling varied roles during the progression of work placement rotation within the multidisciplinary team.
- Held responsibility for fulfilling patients' daily needs depending on various care plans assigned.
- Nursing required a high level of attention to detail in various situations, from scrubbing up to enter surgery to ensuring that patients received correct dosage of medicines and the care they require.
- Part of the rotation included outreach work within the community. This helped me to develop my communication and interpersonal skills to a high degree and gave me the confidence to deal with any situation.

Hobbies and Interests

I love to read, and particularly enjoy fantasy/fiction novels. I spend a lot of my spare time on my computer, online or working with various software, and have chosen this 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, as well as help me learn to keep my head in high pressure situations.

I code in my spare time using Godot script and have released a game this summer during lockdown.

I can speak conversational Norwegian from my time spent in Norway.

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

Roy Ferris
IT consultant level 2 – Manager
rferris@fexco.com
[087 227 4593](tel:0872274593)

John Walsh
Head of Computing - Lecturer
John.Walsh@staff.ittralee.ie
[066 7191883](tel:0667191883) Ext: 1883