Ricky Drohan

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https://github.com/RDrohan | https://ricky-drohan.netlify.com

A hardworking, reliable, and adaptable software developer with over 8 years' experience in full stack Web, Database and Business Intelligence (BI) development. I am seeking a position which will utilise the professional and technical skills developed through past work experience, independent learning and open-source contributions. I have an organized approach to work and a determination to complete tasks timely and accurately.

Professional Interests

- *Volunteer at the Waterford Tech Meetup since its inception in April 2019*
- *Helped with the growth of the tutors.dev, a popular open-source community for open education projects*
- *Actively upskilling outside of work on various tools like Next.js, Python and AI*

Technical Skills

Programming Languages
JavaScript, Python, Java, HTML/CSS

Technologies & Frameworks
AngularJS, React, Next.js, jQuery, Vue, Svelte, Tailwind CSS, Preline, DaisyUI, shadcn-ui, Django

Databases
SQL Server, MySQL, PostgreSQL, SQLite, MongoDB, Mongoose, Prisma, Firebase

Development Tools
SQL Server Management Studio, SQL Server Integration Services, SQL Server Reporting Services, Power Apps, Power Automate, QlikView, QlikSense, Movex, MPower, IBM Sterling B2Bi, MS Visual Studio, VS Code, Git, Docker, Crystal Reports

Education & Training

South East Technological University **Higher Diploma in Science in Computer Science (Grade 1.1)** **2014-2015**
Course Subjects: Computer Networks (81%), Computer Systems (89%), Databases (67%), Development Operations (86%), ICT Skills Studio (74%), Mobile Application Development (87%), Programming (82%), Security & Forensics (77%), Web Development (92%), Project & Work Experience (72%)

South East Technological University **MBS by Research (Pass Without Corrections)** **2008-2010**
Exploring the nature of Effective Customer Relationship Management (CRM) Capability in the Irish hotel sector
Aim: to explore the characteristics of an effective CRM within the hospitality sector through the use of a detailed case study protocol for a selected hotel as a means to gain a practical understanding of how a CRM was employed

South East Technological University **BA (Hons.) in Languages and Marketing (Grade 1.1)** **2003-2007**
Course Subjects: French, Spanish, Principles of Marketing, Financial Accounting, Economics, Information Technology, Buyer Behaviour, Market Research, Information Systems and Databases, Intercultural Communication, Services Marketing, International Marketing, Strategic Global Marketing, Brand Management, Dissertation

Employment

Dawn Meats **Business Intelligence Developer** **September 2021–present**
- *EDI Systems Configuration & Troubleshooting:* Mapped, managed, and configured EDI transactions and workflows. Troubleshot EDI transactions and processes
- *QlikView & QlikSense Development:* Designed, developed, and maintained QlikView and QlikSense applications. Created data models, dashboards, reports, and integrated data from various sources for data visualization and business intelligence
- *Technical Support & SQL Optimization:* Resolved technical issues and provided timely support across applications. Maintained data quality and reliability. Performed SQL query tuning, troubleshooting stored procedures, functions, tables, and views. Resolved technical issues related to various applications, providing timely support, and maintaining data quality and application reliability
- *Documentation & Out-of-Hours Support:* Developed and maintained documentation for EDI, SQL, and BI processes. Provided rotational out-of-hours support

Sun Life Financial **Data Support Developer** **June 2021–September 2021**
- *Data Engineering:* Created and supported ETL jobs using SSIS. Provided support for Data Lake Cloud cluster on AWS. Performance tuned SQL queries, troubleshot SQL code in stored procedures, functions, tables, and views
- *Business Intelligence:* Created and managed reports for line of business and back-office applications using SSRS, Crystal Reports, and LOGI. Gathered requirements, performed analysis, and designed new BI requirements

- *Data Warehousing:* Managed and optimized data warehouse/lake solutions in cloud environments like AWS. Collaborated with business stakeholders to understand and implement data requirements

Dawn Meats	**Business Intelligence Developer**	**May 2019–June 2021**

- *EDI Systems Configuration & Troubleshooting:* Mapped, managed, and configured EDI transactions and workflows. Troubleshot EDI transactions and processes
- *QlikView & QlikSense Development:* Designed, developed, and maintained QlikView and QlikSense applications. Created data models, dashboards, reports, and integrated data from various sources for data visualization and business intelligence
- *Technical Support & SQL Optimization*: Resolved technical issues and provided timely support across applications. Maintained data quality and reliability. Performed SQL query tuning, troubleshooting stored procedures, functions, tables, and views. Resolved technical issues related to various applications, providing timely support, and maintaining data quality and application reliability
- *Documentation & Out-of-Hours Support:* Developed and maintained documentation for EDI, SQL, and BI processes. Provided rotational out-of-hours support
- Project completed and funding ran out, left for Sun Life Financial but returned after.

Zinnia (formerly SE2)	**Analyst**	**Jul 2017–Jan 2019**

- *SQL Optimization:* Performed SQL query tuning and troubleshooting of stored procedures, functions, tables, and views to enhance database performance
- *Technical Documentation:* Documented processes, procedures, and knowledge assets to facilitate knowledge sharing within the team
- *Collaboration & Delivery:* Worked independently and collaborated effectively in an Agile team setting. Produced high-quality project deliverables within designated timelines through stand-ups and progress updates

Walton Institute	**Associate Software Developer**	**Jan 2015–Jan 2017**

- *Full-Stack Development:* Developed, tested, and maintained web applications using JavaScript (Node.js, Express.js, Angular, React) and Python (Django) in an Agile environment across 4 projects
- *API Design & Integration:* Designed and documented RESTful APIs with JSON data formatting. Integrated third-party APIs (Google Maps) into web applications
- *Scripting & Automation:* Designed bash and Python scripts for access log management and web scraping, enhancing operational efficiency
- *Mentoring & Collaboration:* Actively mentored graduates and interns. Worked independently and collaborated effectively in an Agile team setting through Stand-ups and progress updates

South East Technological University	**Higher Diploma in Computer Science**	**Mar 2014–May 2015**

- Pursued life-long passion to become software developer and began transition through an intense full-time course
- Excelled in all modules relating to programming, web and application development, databases and development operations
- Independently completed application suite (web application, Android application and REST API) for my final project during internship

Sun Life Financial	**Operations Specialist**	**Oct 2013–Mar 2014**

- *Administrative Operations:* Performed administrative tasks related to new accounts, data cleansing, fund transfers, and scheduling with accuracy and timeliness. Escalated and prioritized unresolved issues, collaborating cross-functionally to ensure timely query resolution
- *Process Improvement:* Identified opportunities for enhancing operational efficiencies and streamlining processes through continuous improvement initiatives

SimplyInsure.ie	**Digital Marketing Executive**	**Jan 2011–Oct 2013**

- *Digital Marketing Strategy:* Designed and implemented integrated digital marketing campaigns across Facebook, Twitter, SEO, Google AdWords, and blogging, driving significant business inquiries
- *Website Management & Graphic Design:* Managed company website using WordPress CMS. Designed digital and printed marketing materials through graphic design skills
- *Collaboration & Administration:* Performed customer service, administrative tasks, and office duties. Liaised with suppliers, webmaster, colleagues, insurance companies, and IT support

Referees

- Available upon request