**C.V**

Name Edward McGrath.

**Education**

**Bachelor of science in IT Management**

This course skills knowledge and competence to enable them to work in the IT area with an emphasis on the management of the information technology infrastructure within a business.

This course has allowed me to be employable in the following areas.

* IT management
* business analysis
* network management
* database management
* operations management
* security management
* information technology consultancy
* Software Development (Python , Java)

**Leaving Cert**

I have finished my Leaving cert in Gorey Community School where I successfully pasted my leaving cert with 4 honours and 2 pass. During my time here I have been presented with an Engineering and Technology Award for the past three years and was nominated as Student of the Year for 2012.

* Maths- Ordinary-D2
* English- Honours-C1
* Classical studies- Ordinary-B1
* Technology Honours-A3
* Engineering-Honours-A2
* History-Honours -C2

**Level 3 Gym Instructors Course – Elite fitness**

This course qualifies me to

* Work full-time or part-time as a gym instructor or supervisor within a health and fitness club or gym
* Deliver popular group classes (by taking CPD modules) including kettlebells, indoor studio cycling, circuits and many more
* Allows you to build towards becoming a personal trainer by completing the remaining personal trainer modules

**Work Experience**

**CEX – webuy.com**

**Store manager**

**November 2018 - present**

Cex recruited me as a supervisor for the Bray store but after a couple of weeks displaying my experience and interest to excel I was promoted to store manager in the company.

My tasks in this role would included ,

* Managing the store in the South Dublin
* Delivering a high standard of customer service
* Responsible for achieving sales targets
* Responsible for stock control
* Control of wage budgets
* Comply with company policies and procedures
* Motivate and develop staff

**eBay**

July 2017-August 2018

Technical Support/Customer Service

As part of eBay technical support team, I supported the needs of both Irish & UK members that use eBay.co.uk. I worked both proactively & reactively as a technical support team member and as a direct point of contact for eBay customer service agents. Working for eBay technical support team I represent eBay at a very high standard of professionalism.

I was position as a point of contact for the customer service floor in regards to technical issues from software issue to hardware issues, this position grew my experience in regards to solving technical issues and to deal with issues under pressure as the customer service floor was a fast paced environment with 154 active members.

In this Position while being the point of contact for technical issues I also took calls from customer with issues using the platform and providing excellent customer service. I also receive a merit award for the Dublin Office as teammate of the Quarter for holding consistent KPI targets during the quarter.

**Duties**

* Strong problem solving and analytical skills
* Demonstrable experience of working in a team environment
* Knowledge of and experience with various PC Operating Systems (Win XP, Win 7, etc.)
* Knowledge and experience with Microsoft office
* Ability to navigate the internet and use search engines to find information
* Proven resolution, logical troubleshooting, customer service and customer satisfaction skills.
* Experience using WiFi enabled devices and products.
* Strong problem solving / resolution skills.
* strong analytical skills with excellent communication, literacy & interpersonal skills.

**Martello**

July 2017 – May 2018

I worked under the general guidance of the Bar Manager, assisting in the smooth running of our bar area to deliver a high standard of service and customer satisfaction. Providing a visible presence to ensure that all customer requests and queries are responded to promptly and effectively.

**Duties:** Operating the till and taking cash.

Serving customers from behind the bar ,offering advice on drinks.

Responsible for keeping the bar clean and tidy, collecting empty plates & glasses.

Preparing the bar for service, restocking wines and spirits.

Providing a professional, friendly and courteous service to all customers.

Taking food orders from customers in the seated restaurant area.

Delivering food and also drinks to customers at tables.

Occasionally working at weddings, private parties & conferences.

Dealing with guest complaints in a friendly and efficient manner.

Ensuring all cash, charge, float and till procedures are carried out in accordance with company policy.

**Wiline Networks**

October 2016- May 2017

NOC - Support Team Member

Working with I was trusted to ensure the masimum possible service availability and performance of the network to clients and where necessary provided to support services for engineering and technical teams. I have listened relative responsibilities I managed while working for wiline networks.

Software used for network monitoring – Solarwinds

* Assisted in creating a working 24/7 Tier 1 Operations environment to assist Tier 2/3 personnel.
* Created procedural documentation based upon monitoring requirements and drop procedures.
* Developed and maintained reports based upon ticket metrics.
* Proactively used monitoring tools (alarms, trending graphs) to determine production issues.
* Resolved end-user problems and made necessary modifications to the operating system, network software, and/or hardware configurations.
* Use of monitoring tools to diagnose and troubleshoot network failures.
* Supported clients ranging from private companies to government and contracted clients worldwide.
* Managed control protocols for LAN / WAN infrastructure.
* Ensured proper DNS, IP, Firewall, VPN, and server configuration for customer networks.
* Reported technical challenges and proposed resolution strategies to senior management.

Team Manager - Cian McDonnell and John Kohoe

References on request

**Gamestop**

Sales assistant /Store Manager (May2010 - May 2015)

Reference Manager –Anthony Cooper - 0864109974

I was employed as a Sales assistant with Gamestop, the World’s largest games retailer with over 7,000 stores with 57 located in Ireland. I joined as a Christmas Temp In the Gamestop In Gorey but was invited back once a Sales position became vacant. I thoroughly enjoy my job here and have learned a great deal in not just how important Customer Service is in these challenging times but also how a successful Company operates and how working well as a Team is so essential to that success.

Gamestop is a target based company which I also have a great reputation beating targets in Gamestop.

Along with operating Tills, I have also had the responsibility of Cashing the days takings and Polling the Tills. I also do regular Stock Takes as well as Merchandising the Store and helping ensure its as clean and comfortable for the Customer at all times.

**The 64 - Gorey**

Bar Staff

August 2015-August 2017

One of my first jobs while attending school I learned a lot of communication skills and cash handling skills. I would mainly operate the front Bar at weekend shifts taking orders for general drinks and taking orders for cocktails.

Some other duties included

* Mixing drinks, serving beer and wine to customers.
* Providing conversation to patrons at the bar.
* Ability to deliver outstanding customer service with a ‘can do attitude’.
* Personal appearance.
* Communication skills.
* Serving breakfast, lunch, dinner, bar service and serving at functions.
* Organizational skills
* Team player.

**Interests**

Rugby, Engineering, Computers. I am friendly, obliging and very eager to learn. During my time in School and through my Work Experience I have learned the values of responsibility and hard work. I believe I work very well under pressure and can maintain a focussed mind to ensure a job gets done right.

Thank you for taking the time to read my C.V

Kind Regards,

………………………………………… Edward McGrath