Shane Cunningham

2a Snipe Avenue, Newcastle, Galway
085-1849600 (**M**) Shanecunningham@live.ie (**E**) linkedin.com/in/cunninghamshane (**LI**)

PERSONAL PROFILE

Presently completing a Java 8 Programmer Certification course to complement my IT skills and knowledge. Also Completed a Higher Diploma in Software Design and Development with MCSA. With four years' experience as a system administrator for E-commerce website's and a sound understanding of configuring and installing Microsoft and Linux operating systems. Highly skilled in creating visual user guides to reduce IT support requests.

I was previously engaged in a software internship developer internship with Sidero Ltd which included testing software and servers during a system upgrade. My greatest strengths are being able to write java programs in accordance with a brief, investigate and analyse defects. I consider myself to be a result-oriented, dependable, and capable worker; who is not easily affected by job stress and will be a strong asset to your department and organisation in a variety of duties. I am certainly receptive to any company training and I am a fast learner in any on the job training situation if required.

EDUCATION & TRAINING

- Higher Diploma in Software Design and Development - NUIG   2015-Sept 2016
- Degree in Computing in IT Support GMIT, Castlebar campus, Mayo   2010-2011
- Higher Certificate in Information Technology Support   2008-2010
- Electronic Technology Award, Galway Technical Institute   2006-2007
- Leaving Certificate, St Enda's, Salthill, Galway   1990-1995

TECHNICAL SKILLS

- Knowledge of programming languages of Java, JavaScript, HTML, CSS, PHP and MySQL
- Operating System: Windows XP, Windows Vista, Windows 7, Ubuntu and RHEL Linux.
- Knowledge of Windows Server 2012 and Linux servers.
- Managing and Maintaining of Servers, PC's, Routers and Switches
- Highly skilled in creating user guides and troubleshooting technical guides.

PROFESSIONAL CERTIFICATIONS

Java SE 8 Programmer I
Exam:
- 1Z0-808 Oracle Certified Java Programmer   Expect April 2017

MCSA: Windows Server 2012   2013-2014
Exams:
- MCP 70-410 Installing and Configuring Windows Server 2012   Passed
- MCP 70-411 Administering Windows Server 2012   Passed
- MCP 70-412 Configuring Advanced Windows Server Services 2012   Passed

WORK EXPERIENCE

Sidero Ltd   Software Developer Intern   June-Sept 2016

Duties and achievements:
- *In the high availability team is responsible for ensuring this telecom management service is available and operational for no less than "five 9's".*
- *Installation and configuration of Linux servers*

Avaya Ireland   Software Developer Intern   Sept 2014-Aug 2015

Duties and achievements:
- Develops tasks including coding, debugging, and documentation of application programs
- Avaya Contact Recorder logging tool six-month project. That parsed large log files by using a search string, this will extract using timestamps or Nth line above/below. This writes the parsed lines into a new log file. It was written in such an opened way that can be used for other log files
- Installation of Avaya Contact Recorder 12.1 beta on Linux Red Hat 6.0 and review of the installation documentation. The original timeframe for this project was 5-6 weeks it was done in 2 weeks. A new install guide was written. These changes will be included in the documentation for Avaya Contact Recorder 12.1

Zenimax Online Ireland   Technical Support Assistant   March-April 2014

Duties and achievements:
- Identify, troubleshoot and resolve issues raised by customers via live chat and email
- Investigate and communicate reports of service outages
- Educate and inform customers accurately and proactively about the products and its terms of use

Gamercomms   Part time System Administrator   2010-2014

Duties and responsibilities:
- Researched and developed the Company's e-commerce website
- Managed customer support tickets and enhanced customer experience
- Maintained and updated the servers and websites such as Ubuntu, Debian, Red Hat, Apache, MySQL, Varnish, Ubuntu, Lightppd, and Nginx.
- Brought in a redesign project of the website under cost and one month early, saving the company €4000.

Rostaff Property Development   Carpentry and General Duties   2000-2005

Tom Kearney Carpentry Services   Apprentice Carpenter   1995-2000

INTEREST & ACHIEVEMENTS

- Built up a large gaming community website called [Better Red than Dead](#) with over 2000 members. Continually developed the profile and the design of the website. This required me to manage a team of different nationalities and cultures to release new content on the website.