

# Shane O Halloran

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## Profile

I am a hardworking, motivated and reliable person. I have gained strong communication, organisational and time-management skills from my previous work experiences including a six-month internship in New York.

## Education

### **BSc Business Information Systems – University College Cork, Ireland**

2016 – 2020

- Received IIBA Academic Certificate in Business Analysis after completing courses related to IS Development Methods and Software Quality.
- Studied modules related to User Interaction/Design, Programming, Accounting and Business Analysis.

## Skills

**Technical:** HTML/CSS, JavaScript, SQL, Java, Video Editing and Microsoft Suite.

**Analytical:** Strategic Thinking, Problem Solving and Data Analysis.

**Personal:** Creative, Team Oriented and Excellent Communicator.

## Work Experience

### **Business Analyst: EviView Limited | Cork, Ireland**

December 2020 – Present

- I am an SME of our application software. I have effectively hosted training sessions with large groups of end-users.
- Translate client business needs into software requirements used to create concise and fully understandable user stories and requirements documentation.
- Facilitate solution reviews and feedback sessions with clients to ensure alignment with expectations.
- Create interactive software mockups using *Google DevTools* and product design web applications.

### **Web Production Intern: Northwell Health (Marketing and Communications) | New York, USA**

March 2019 – August 2019

- Carried out updates to all Northwell Health websites using their Drupal Content Management System implementing my knowledge of *HTML*, *CSS*, and *JavaScript*.
- Corresponded with requestors and project managers to create production schedules outlining expected completion dates for various projects.
- Collaborated with other members of the Digital Strategy team including web developers, UX designers and QA testers. Wrote retrieval and store *SQL* queries for the database of a dynamic web application.
- Created training documentation to improve the onboarding process for future interns.

### **Retail Sales Assistant: CeX | Cork, Ireland**

January 2017 – January 2019

- Processed in-store and online transactions, handled customer queries and tested technology products.
- Trained in supervisory tasks including opening and closing the store, counting the shop safe, transferring stock and processing refunds.