

## Siobhán Parsons

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### PROFILE

Proven technical knowledge in complex IT environments, able to give timely and accurate advice, guidance, support and training to team members and individuals. A proven ability to work under pressure, adapt to changing environments, meet deadlines and persevere to get results. A friendly and outgoing personality with integrity and professionalism with excellent trouble shooting skills. Ability to communicate complex technical concepts to a non-technical audience.

### QUALIFICATIONS

- Full Stack Software Development Diploma, work in progress.
- Cisco, CCNA, CCNP, CCIE, BGP.

### Key Skills:

- Salesforce, MS Office, Excel, GitHub, Django
- HTML5, CSS3, JavaScript, Python, C++
- Internet protocols and networking fundamentals
- Debugging and troubleshooting
- Fluent Spanish

### EXPERIENCE

#### **Senior Enterprise Account Manager, MEEA/UK, PayPal. February 2016 to date.**

- Serving as the lead point of contact for all operational aspects of the merchant processing relationship, relationship building and Risk mitigation.
- Project management of onboarding new enterprise accounts, guiding them through the regulatory requirements and providing training on product features and reporting.
- Harnessing available data to identify opportunities enabling organizations to make more-informed business decisions across the portfolio regarding growth and development strategies. Integration enhancements and recommendations as to how PayPal could assist merchants to meet overall profitability objectives using consultative selling methods.
- Working with merchants advising on market trends to expand or include the products and feature sets that are most applicable to their business model, industry and selling behaviours.
- Working directly with merchants on the phone, email or traveling for onsite meetings to address and resolve merchant questions, concerns and issues and working with other departments to resolve.
- Leading projects groups in coordinating product campaigns, devising program strategies to increase company revenue.

- Team escalation point for bugs and issues, providing workarounds and training to teammates. Escalate and clear roadblocks to write new processes with the organization.
- Working with stakeholders in engineering departments to drive solutions and product improvements.

**General Operative, Oxtron Ltd, Killester, Dublin. November-2014 - January-2016**

On relocation to Ireland began working mornings/part-time.

- Staff customer service training and evaluation. Stock Management.

**Office Administration and Data Research, Europa Search Ltd, Valencia, Spain.**

**September 2011 - June 2012**

- Researching potential clients and propagating the database with contact information to allow for outreach by the in house recruiters.
- Deep Internet research to identify candidate software developers with niche and high value skill sets.

**Translations, Dutch Market Research Company, Valencia Spain**

**October 2005 - May 2006**

- Identify food products new to the Spanish market. Photograph of products and translation of all text on the packaging. Inputting information to remote database.

**English Teacher, Self-Employed, Valencia, Spain. June 2002- July 2005.**

- Teaching English to classes of adults and children, ranging from individuals to group business classes.

**Office administration and database management. Temping agency Cambridge, UK 2002.**

- Invest East of England Group: Sourcing of potential investors for the East Anglia region.
- Trinity Hall University, Cambridge: Migration of all colleges Alumni information to a new database.

**Customer care, Technical Support and Installations coordinator. UUNet, MCI WorldCom, Cambridge, UK September 1997 - December 2001.**

- Project managing the onboarding, providing consultation to the sales team to ensure best in class merchant experience with the full product suite
- Training and mentoring to new starters in onboarding and technical support
- Offsite education for new merchant accounts/ white label product vendors
- Remote configuration of routers, firewalls, VPN's, IP, DNS and Internet security consultancy.
- Coordinating installations with Telecom Providers and organising the shipping of equipment.
- Implementation of a ticketing system for the technical support & Installations team to record and track all customer queries. Training of team members on its use and management in recording, quality control and reporting.