**STEPHEN JOHNSTON**

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**PERSONAL PROFILE**

A highly motivated creative problem solver with excellent communication and listening skills and a passion for customer service. I work efficiently within a group and consider myself to be a level-headed team player. However, I thrive when given the opportunity to work as an individual and to use my own initiative. Looking to establish a challenging and rewarding career as a Full Stack Software Developer.

**KEY SKILLS**

* **Applications:** Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), Photoshop, WordPress, App Inventor, Android Studio, Developer Console, GitHub, Imgur, Repl.it
* **Programming Languages:** Java, CSS, HTML5, JavaScript, XML
* **Database Systems:** TinyDB, SQLite
* **Content Management Systems:** iVector, Concur, Ypsilon, Viewdata
* **Customer Relationship Management Systems**
* **Global Distribution Systems:** Amadeus, Sabre, Galileo
* **Customer Service Experience**
* **Creative Problem Solving**
* **Languages:** Spanish

**EDUCATION AND TRAINING**

**2020** Shaw Academy, Online

**Mobile App Development,**

**EQF Equivalent Level 5**

*Modules: Design & Development Strategies, Development Lifecycle,*

*Development Analysis, Coding for Beginners, UI & UX, Dynamic UI, Navigation, Data Storage, Geolocation,*

*Further Functionality, Promotion Strategies, Monetisation,*

*Publishing an App*

**2011**  DCU Ryan Academy, Citywest campus

**Business Innovation Programme**

*Modules: Innovation, Project Management, Market Research Feasibility, Practical Research Project*

**2000**  University of Ulster, Coleraine campus

**Computing**

**Higher National Diploma**

*Modules: Programming & Data Structures, Computer Architecture, Mathematics for Computing, Systems Analysis & Design, Logic Programming, Networks, Computer Systems Engineering, Database Systems, Object Oriented Programming, Website Development & Management*

**1998**  U.B.I.F.H.E., Banbridge campus

**Media**

**National Diploma**

*Modules: Common Skills, Media in Context, Media Images, Working Practices in Media, Media Workshop, Media Production, Recording for Tape & Radio, Radio & Tape Production, TV/Film/Video Production, Presentation & Exhibitions, Print Editing, Interviewing & Presentation Skills*

**1991 – 1996**  The High School, Banbridge

**G.C.S.E**

***Attained six G.C.S.E.’s grades B-D***

**WORK EXPERIENCE**

**Feb 2019 – Mar 2020 BookaBed AG**, Ashbourne Co. Meath

*One of Europe's leading B2B accommodation & flight wholesalers.*

**Reservation & Support Agent**

* Assisted customers with product selection.
* Built up positive relationships with the team.
* Developed a good relationship with customers and suppliers.
* Assisted with ticketing and changes.
* Assisted with invoicing.

**May 2017 – Feb 2019 FCM Travel Solutions**, Dublin 2

*A leading worldwide corporate travel management company.*

**Senior Corporate Travel Consultant**

* Developed a good relationship with clients.
* Was the dedicated consultant assigned to the Central Bank of Ireland, one of the FCM’s key accounts.
* Consistently exceeded customer expectations by delivering measurable savings on their spend.
* Maximised profits for FCM Travel Solutions.
* Handled user queries, updated individual client profiles and quality checked all self-bookings that clients made via the Concur CMS.
* Handled customer financial details in accordance with GDPR.

**Aug 2015 – May 2017 Selective Travel Management**, Dublin 2 (Implant Office)

*One of the top travel management companies in the UK & Ireland.*

**Corporate Travel Consultant – IDA/SFI/SEAI/INAB**

* Through a tender process the contract for the implant office was awarded to Selective Travel Management and at the request of the client agencies, due to my knowledge & experience, I transferred employers to remain on the account and to ensure a seamless transfer and continuation of service for the clients.
* Induction and training of new staff.
* Updated the office manual from a 5 page overview document to a 54 page detailed procedures manual.

**Jul 2011 – Aug 2015 Atlas Amex Travel**, Dublin 2 (Implant Office)

*A leading Irish corporate travel management company.*

**Corporate Travel Consultant – IDA/SFI/SEAI/Forfas (INAB)**

* Handled all the travel requirements for five semi-state Irish Government agencies:  
  IDA Ireland,  
  Science Foundation Ireland,  
  Forfas,  
  Sustainable Energy Authority of Ireland,  
  Irish National Accreditation Board
* Outbound staff travel for each of these agencies (including the 19 overseas offices of IDA)
* Large volume of inbound travel arrangements for external clients of each agency.
* Developed excellent relationships with clients and suppliers.
* Processed all the ticket exchanges and refund requests.
* Created & updated all individual client profiles in the GDS
* Was a key stakeholder in the development & testing of a new IDA in-house Travel Approval System.

**Aug 2006 – Apr 2010 Latin America Adventures**, Celbridge Co. Kildare

*An online travel website specialising in Latin America.*

**Owner / Operator**

* Sourced suppliers
* Set-up and maintained a 90 page website.
* Handled client enquiries & booking confirmations.
* Participated in both the 2009 & 2010 Holiday World Show in the RDS in conjunction with the Mexican Tourist Board.
* I achieved this while working full-time in Club Travel, having discussed it with the CEO of Club Travel at the outset in 2006.

**Sep 2008 – Oct 2009 HRG Ireland**, Dublin 1 (Part of the Club Travel group)

*The Irish franchise of the Hogg Robinson Group PLC (HRG), an international corporate travel management company.*

**Corporate Travel Consultant - AIB Bank travel account**

* Worked on a team of four handling the company’s largest travel account for AIB Bank.
* Handled sensitive & confidential information on daily basis.
* Worked within a strict SLA.
* Always provided the highest level of customer service.

**Apr 2005 – Sep 2008 Club Travel**, Dublin 1

*A leading Irish corporate travel management company.*

*(Jun 2007 – Sep 2008)* **Team Leader - Irish Government travel account**

* Responsible for a team of five staff
* Ensured all office procedures were adhered to.
* Point of contact for client complaints.

(Apr 2005 – Jun 2007) **Corporate Travel Consultant – Government Travel Account**

* Worked on a large team handling Club Travel’s largest travel account for the Irish Government.
* Handled sensitive & confidential information on daily basis.
* Worked within a strict SLA.
* Always provided the highest level of customer service.
* During this time, I also worked on the Government Services out of office emergency line, which meant for one week each month I was on call 24hrs for any travel related emergency that arose outside of normal office hours.

**Oct 2000 – Oct 2004 USIT**, Dublin 2

*A global leader in the provision of student & independent travel services.*

**Travel Consultant**

* Worked in many departments including the call-centre, ticket collection/customer services, European retail counter & Long-haul retail counter.
* Customised and tailored packages to suit customer’s needs.
* Was based in the company’s head office which often served up to 500 customers per day.

**ADDITIONAL INFORMATION**

* Languages: Conversational Spanish, Basic Portuguese
* Full Clean Driving License and own transport
* Start Your Own Business course, Oct 2008 – Dec 2008 – Dublin City Enterprise Board.
* Member of Celbridge Community Council since March 2010 (Chairperson of CCC Mar16-May20)
* Member of the Management Committee for Celbridge Community Centre.
* Member of the ISP Celbridge Tourism & Heritage Forum.
* Volunteered with the Bolivian Tourist Board in Santa Cruz for two months – December 2004

**INTERESTS**

* New Technology: Keen interest in software developments – currently undertaking a Udemy Full Stack Web Development Bootcamp.
* Adventure sports: Hang Gliding, Para Gliding & Sky Diving. On the 28th Oct 2018 I carried out a freefall tandem parachute jump from an altitude of 14,000 feet with the Irish Parachute Club and I raised a sum of €1,250 for M.S. Ireland.

**REFERENCES AVAILABLE ON REQUEST**