

Michel Jean Eric NIEE

1, Sliabh Rua, Drumlish, Co. Longford, Ireland

Tel: +353 87 2486079

Email: nieeeric@gmail.com

PROFESSIONAL SUMMARY

Recently graduated in Software Design & Connected Devices with experience in building websites, mobile apps, databases, networking, software security, and working in agile teams. Before moving into IT, I spent several years in the hospitality industry, including at Hilton Hotels, where I gained strong problem-solving, customer service, and management skills. My previous role as an IT Field Engineer involved installing hardware and software systems, training staff, and working under tight deadlines. My background in both IT and hospitality helps me understand user needs and create smooth technological solutions. I'm excited to bring my skills to your team and would love to discuss how I can contribute.

SKILLS

- **Programming Languages** – Java, Python, SQL, PHP, JavaScript, HTML, CSS, JavaScript, PHP.
- **IT Support & Troubleshooting** – Diagnosing and resolving hardware/software issues
- **System Maintenance** – Managing IT systems, updates, and security protocols
- **Software & Hardware Installation** – Setting up and maintaining IT equipment
- **User Training & Technical Assistance** – Delivering IT training to non-technical users
- **Networking & Security** – Configuring systems and ensuring cybersecurity best practices
- **Database** – Experience with SQL, MongoDB
- **Strong Communication & Customer Support** – Providing clear, professional assistance
- **Operating Systems:** Windows, Linux

LANGUAGES

- **English & French:** Fluent (spoken and written)

WORK EXPERIENCE

IT Field Engineer | hap Solutions. (EPOSnow UK)

Oct 2024 to Dec 2024

(Temporary)

- Installed till systems and hardware across multiple Irish stores.
- Diagnosed and resolved hardware issues within tight deadlines.
- Provided excellent customer service with clear communication.
- Trained staff in system usage, troubleshooting, and best practices.
- Provided on-site and remote support, ensuring minimal downtime.

Hospitality Experience (Hilton Hotels)

Sep 2005 to Oct 2016

- Gained strong problem-solving, customer service, and management skills in high-volume environments.
- Developed a client-focused mindset and ability to resolve conflicts effectively.

EDUCATION & QUALIFICATIONS

TUS (Technological University of the Shannon) - Athlone

Sep 2020 to May 2024

BSc (Honors) in Software Design with Mobile Apps and Connected Devices
(Level 8).

Longford and Westmeath Education and Training Board (LWETB)

Sep 2019 to May 2020

Software Development and Mobile Apps (Certificate Level 5).

Certifications

CompTIA A+ (Currently completing a 20-week course).

LINKS

LinkedIn <https://www.linkedin.com/in/eric-niee-115805235/>

Portfolio <https://studentpartler.github.io/portfolio2023/>

REFEREES ON REQUEST