

David Kennedy

Location: Dublin

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Professional profile

IT proficient and experienced administrator with excellent systems knowledge and customer service expertise.

IT, banking, legal and print industry experience requiring a broad interaction with clients and customers.

IT qualifications & certifications

- CompTIA A+
- Network+
- Security+
- CIOS.
- MTA SQL Database Fundamentals.
- MTA in HTML, CSS, JavaScript.
- BSc. in Computing & Datacenter Management at Letterkenny IT, July 2021 (Merit 1).
- AWS Certified Cloud Practitioner.
- Microsoft Azure Fundamentals.

Current Academic Studies

AWS SysOps Administrator.

Diploma in Software Development (e-commerce) with the Code Institute.

Professional and Academic knowledge and experience in PowerShell, GitHub, VM Workstation Pro, Visual Studio Code, WordPress, Vagrant, Atom, Zendesk.

Career summary

Imagine Network Services - Technical Support Agent

April 2022 - Present

Dublin

Key responsibilities

- Providing a high level of technical support to customers, working with them to resolve end-user problems on a broad base of wireless and fixed-line technologies.
- Analysing issues and providing troubleshooting issues with the customer on inbound and outbound calls.
- Logging and keeping records of customer queries.
- Answering customer technical queries over phone/email help-desk and live-chat.
- Reporting hard-ware/connectivity issues to second level support to detect outages/network errors.
- Achieve and maintain service to a performance standard: average handling time, resolution, and customer satisfaction.

Talech - Product Support Technician

November 2021 – April 2022

Dublin

Key responsibilities

- Primary point of contact for customers in handling and resolving technical queries via live chat, phone & email.
- Fielding all technical questions relating to Talech Point of Sale systems, hardware and software.
- Successful with troubleshooting and responding in a professional and timely manner with issues relating to Talech products.
- Identified patterns in customer issues, escalated critical issues, and suggested improvements to engineering, product and support operation teams.
- Documenting case issues through Zendesk ticketing system.

Amazon – Network Engineer (Intern)

January 2021 – July 2021

Dublin

Key responsibilities

- Monitored and reported feedback on network span capacity issues within Amazon framework.
- Was involved in critical decongestion projects, unblocking fiber work for scaling inter-DC spans.
- Created and ran workflows, updating subsequent MCM status within that workflow process.

The Wilton Barber – Barber

September 2019 – September 2020

Cork

Key responsibilities

- Welcomed clients and consulted with them on desired hairstyles.
- Cut and trimmed hair according to clients' instructions.
- Ensured combs, scissors, and razors were cleaned and sanitised after each use.
- Supervised apprentices.

GlobeTech-Apple – Data Analyst

July 2019 – September 2019

Cork

Key responsibilities

- Analysed language data and audio files and provided feedback.
- Improved accuracy of data through research.
- Identified potential issues across assigned language under testing.
- Commitment to quality and detailed when examining audio data.

National Driver Licence Service – Verification Officer

January 2018 – April 2019

Cork

Key responsibilities

- Processed driving licence applications.
- Customer registration, verification, authentication and payment processing activities.
- Processed applications within a defined timeframe ensuring the highest standards of customer service are achieved.
- End-of-day/Cash Reconciliation responsibilities.

HCL Technologies - Technical Support Agent

July 2017-January 2018

Cork

Key responsibilities

- Provided technical troubleshooting solutions to broadband customers via phone, e-mail, and Live Chat.
- Troubleshooting of issues with APs, Printers and OS issues.
- Configuration of routers, firewalls, and VPNs.
- Prompt and efficient response to customers' queries directly in accordance with procedures.
- Track and take ownership of all outstanding queries to ensure follow-through in all cases.
- Maintained an up-to-date level of service, systems and procedural knowledge.
- Maintained target levels of performance.

Webroot International Ltd - Order Fulfilment Specialist

May 2016-July 2017

Dublin

Key responsibilities

- Processed POs of internet security products for distributors in the EMEA region.
- Submitted pricing of products through Salesforce.
- Processed Renewals and Upsells of customers' accounts.
- Created and amended key codes of antivirus products.
- Fielded queries and provided order information for sales team personnel.

McCann Fitzgerald Solicitors – Printing Supervisor

June 2012-May 2016

Key responsibilities

- Involved in overseeing the daily operation of a busy print room facility in a leading law firm.
- Involved in printing, copying, and documentation binding. Created and designed posters for internal events.
- Xerox machine maintenance.
- Ordered consumables, repaired faults and replaced parts.
- Processed purchase orders and created invoices for services.

William Fry Solicitors - Administrator

June 2007-May 2012

Key responsibilities

- Co-ordinated the firm's postal services; internal/external distribution and sorting.
- Assisted with office maintenance and boardroom reconfiguration.
- Ordered stationery.
- Booked couriers for members of staff.

Microsoft - Logistics Administrator

January 2007-May 2007 (Contract)

Key responsibilities

- Documented component receipts through within the MS off-site archiving facility.
- Receipt and distribution of hardware components inside Microsoft site.
- Updated office moves on site facility.

AIB, Finance & Leasing - Loan Administrator

September 2005-December 2006

Key responsibilities

- Processed loan documentation; dealt with customers and financial representatives.
- Inbound and outbound customer service experience.
- Worked as part of a team in an administrative and customer service role.
- Responded to urgent Helpdesk calls.

Other Qualifications

NUI Maynooth: BA Hons. English and Sociology.

GMSS: Court Reporting certificate.

Cork Hairdressing Academy: Qualified Barber.
