

# Tony Egan

## Product Designer

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## About Me

Hi, my name is Tony and I'm a designer from County Clare in Ireland. I've worked in the tech industry for over 5 years in support and customer success roles which has given me strong experience engaging, understanding, and empathising with users. I'm passionate about designing functional, aesthetic, and inventive experiences. In September I completed a Master of Science in Interaction and Experience Design at the University of Limerick and received a 1st class honours.

## Skills & Tools

Communication	Figma
Wireframing	Sketch
Prototyping	Adobe XD
Sketching	HTML
Storyboarding	CSS
Web Design	JavaScript
UI Design	Java
User Research	C++
User Testing	Arduino
Participatory Design	Salesforce
Programming	SQL
Information architecture	Adobe illustrator
Jira	Adobe Photoshop

## Interests

Technology  
Automotive  
Golf  
Music  
Film  
Architecture

## Education

2020 - 2021	<b>University of Limerick</b> Master of Science Interaction and Experience design
2010 - 2014	<b>University of Limerick</b> Bachelor of Science Multimedia and Computer games development

## Experience

2015 - 2020	<b>Upland Altify</b> - Dublin, Ireland Implementation Manager Tech support engineer  At Altify I supported customers that used the Altify B2B software tools which were native in Salesforce. I worked directly with the engineering and product teams to escalate issues and communicate product enhancement requests. My support role consisted of educating users on how to use the tool, creating new customisations to fit their use cases, triaging, and reporting bugs, and managing a daily support stand up meeting. I also designed, built, and maintained web pages which were used for distributing technical documentation with customers. I then moved on to work as an implementation manager where I would work with new and existing customers to understand their requirements and fit the application to their needs.
2015 - 2015	<b>AIB</b> - Dublin, Ireland Application support engineer  At AIB I worked between the development team and security team to ensure that the main tool they used worked efficiently and effectively.
2015 - 2015	<b>3 Networks</b> - Limerick, Ireland Call centre support  At 3 I responded to customer network, device and billing queries and helped customers with their issues.
2014 - 2014	<b>Clarion resort</b> - Ocean City, Maryland, USA Housekeeping assistant  At the Clarion I worked with the housekeeping team to stock the supply rooms.
2013 - 2013	<b>Beckman Coulter</b> - Clare, Ireland IT Support technician  At Beckman Coulter I worked with the IT support team to respond to general hardware and software issues on site.