

Curriculum Vitae

Rosemary Mc Donald

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Full clean drivers licence

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Objective/Profile

I am a highly motivated, hardworking focused individual. I have 20 years' experience working in IT Project and IT Service delivery. I have strong PMO and budget forecasting skills which I have gained through my experience on the Bank of Ireland account

I am interested in seeking a challenging role relating to my experience in PMO, forecasting and budgets in the financial services industry.

Education

Certificate in Data management and Analytics *Dublin Business School*
(2015-2016)

Modules

Information Systems and Databases,

Advanced Excel, MySQL Server

Data Management and Analytics (Google Fusion tables, R function and SAS)

Management

Digital Marketing

Diploma in Project Management
(Distance Learning)

University of Limerick
(Sept 2006-Sept 2008)

Postgraduate Diploma in Computing

Athlone Institute of Technology
(1995-1996))

Bachelor of Science

Maynooth National University of Ireland
(1992-1995)

Other:

- Training recently completed:
- MS Excel Advanced (1 day course)
- Agile Training (2 day course)
- ITIL V3 foundation certified
- Certificate in Lean Six Sigma (Yellow belt)
- MS Visio (Intermediate level)

PMO Lead at Aerlingus Digital Group

October 2018- Present

(Short term contract - covering as an employee absent until December 31st 2018)

I work across a number of Agile Teams covering all areas of project support including invoicing, supplier contract management, purchase order management, process improvement and project team support.

GDPR Coordinator (Ergo contracting) at Vodafone Ireland (Technology services)
April 2018-May 2018

Co-Ordinated the finalisation of all material collated in relation to GDPR.

Project Coordinator at Vodafone Ireland (Technology services)

July 2017-March 2018

Contract role

Responsibilities:

Vodafone

Administrative Project Coordinator

Main activities

- The role was to ensure the successful delivery of the windows 10 operating system on all laptop devices across the Vodafone network
- At the beginning of the project, my main activities focused on checking software asset and remediation software listing reports to identify users that were in scope for the migration.
- Scheduling users for migration
- Flagging any new software issues to the Celfocus Project manager, the remediation team and DXC technology
- Requesting any effected user to document with screenshots steps to reproduce issue and passing to the remediation team
- Vetting users to ensure a smooth transition,
- Issuing status reports on a weekly basis
- Keeping track of users who have software that is in testing remediation phase and also notifying all the necessary user once any problem software issue is resolved
- Making sure that at least the defined targets set are reached at all times despite constraints
- Handover copy of Problem software yet to be resolved affected users to all necessary parties

Project co-ordinator at Enterpriseagilitysolutions.com

August 2016-December 2016 (Part time)

January 2017- June 2017

Responsibilities:

- Co-ordination of meetings and demos from new and prospective clients.
- Collating feedback from clients and analysing results
- Creation and updating of blue prints for the various service offerings.
- Project Risk Management
- Dealing with customer, queries
- Research of the Devops market place
- Contract Management
- Managements of the Tendering process including materials and resources
- Invoicing and Payments.
- Preparation of quarterly VAT returns
- Personal Assistant to the Managing Director

Project coordinator for Wincor Nixdorf on Bank of Ireland account

July 2010 -April 2015

Responsibilities:

- Budgeting, Forecasting and Good's Receipting
- Extensive use of sharepoint and SAP.
- Coordinating the implementation and rollout of hardware and software deliverables within the banking industry.
- Mitigation Planning for unforeseen issues
- Provide key expertise in operational process procedures and execution

Key PMO skills required:

- Ability to multitask and coordinate activities simultaneously
- Budgeting and Forecasting skills
- Excellent organisational and project management skills
- Ability to build and maintain relationships between client and suppliers.
- Ability to maintain a consistent quality and efficient service.
- A good knowledge of MS SharePoint and SAP
- Excellent Leadership skills showing direction and making decisions when issues arise
- The ability to conduct cost/benefit analysis
- Ability to deliver projects within tight time frames
- Excellent analytical skills. Monitoring the performance of all service providers across the process providing recommendations and guidelines for performance improvement with the vendors. Acting as both a point of escalation as issues and challenges arise throughout the process.
- Experience of documenting minutes at customer meetings. Focus is always on paying attention to detail and working towards Continuous improvement

Project Coordinator at Hewlett Packard

January 2006 - July 2010

Responsibilities:

The role involves Coordinating and Managing the installation and removal of ATMs for the Bank of Ireland.

Duties included:

- Project planning each step of the ATM installation / removal process.
- Delegating and scheduling responsibilities to suppliers.
- Ensuring strict adherence to timelines and schedules.
- Coordinating the installations with various technical departments within HP and BOI.
- Managing the ATM Stock levels and updating the records accordingly.
- Updating Gasper and the base24 systems following the installation/removal
- Organising payment for the various suppliers.
- Attending weekly meeting with Siemens, NCR and BT to discuss the ATM schedule and raising any issues of concern.

IT Technical Support at Bank of Ireland PSIR TUPED into Hewlett Packard in 2004 on BOI contract November 2000 - January 2006.

Responsibilities:

Technical Support

- IT Support for our Banking Client
- Server, desktop and network support
- Troubleshooting alerts generated by the monitoring tools for the servers
- Managing the backups of data residing on the servers
- Building Servers if required and installing service packs and hot fixes

Continuous Improvement/Development

- Participate in Group IT meetings to share & develop knowledge and make improvements.
- Prepare and present findings and proposals to senior members of the company.

Interaction with Management

- Report monthly to the operations management team
- Report monthly to Senior Management with regard to performance (e.g. how many product non-conformances?)
- Prepare and present product technical information for the Review Board.
- Research proposal preparation, presentation and justification.
- Attend and participate in Business Review Meetings.
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**Software Test Engineer at Berlitz, 3, West Pier, Dun Laoghaire
1999-November 2000**

November

Responsibilities:

- Testing new programs and applications. i.e. Internet technologies, Adobe Photoshop, Trados Software
- The majority of the testing was carried out on windows platforms
- Quality Assurance: involved writing scripts, implementing procedures, test strategy, plans, fail cases.

**Helpdesk analyst at Compaq, East Point Business Park, Clontarf, Dublin 3
1998 -November1999**

October

Responsibilities:

- Providing software and customer support for the users at Citibank over the phone.
- As Technical Support Analyst, I responded to clients needing IT technical support, via telephone, call handling systems, email and/or fax.

**Project Support Officer Cap Gemini, 20-22 Lower Hatch St, Dublin 2
1998 -September 1998**

April

Responsibilities:

Upgraded all desktops to a standard build with Windows NT and MS Office 97.

Technical Skills

Ms Advanced Excel, SQL, SAP CRM, Sharepoint, Proficient in Ms Office

Other Skills & Attributes

ITL, Project Co-Ordination, Budgeting & Forecasting, Leadership, Risk Management & Data Management, Professional, Accountable and Honest.

Interests/Achievements

- Received Excellence award for dedication and contribution to one of Ireland's largest banks online Banking Programme.(Date of achievement May 2006)
- Learning new skills and overcoming challenges.

Referees: Available from previous employers upon request.