**Curriculum Vitae**

Rosemary Mc Donald

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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** *University of Limerick*

**Management (Sept 2006-Sept 2008)**

**(Distance Learning)**

**Postgraduate Diploma** *Athlone Institute of Technology*

**in Computing** *(****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

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***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.

**Software Test Engineer at Berlitz, 3, West Pier, Dun Laoghaire November 1999-November 2000**

***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 October 1998 -November1999**

***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 April 1998 -September 1998**

***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.