

Nick Brophy

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Targeting Entry-Level IT Analyst Positions

- Upcoming University of Limerick Graduate offering a strong academic background in IT combined with excellent internship experience as a helpdesk analyst.
- Consistently recognized for technical troubleshooting skills used to rapidly and cost-effectively resolve challenging technical issues.
- Quickly learn and master new technology; equally successful in both team and self-directed settings; and proficient in a range of computer systems, languages, tools and testing methodologies. Including but not limited to Microsoft, Linux, Mac OS X, Java and Cisco.

Education

University of Limerick – Limerick City, Ireland, Degree expected Aug/2010

Expecting to graduate first of my class with a 2.1 B.Sc Degree in Applied Computers and Network Technologies (approx. equivalent to GPA of 3 – 3.2).

This course puts the focus on applying computer science to various specific fields, specifically computer networking, security and programming.

The major subjects I have taken over the course of my education include Java, Telecommunications and Networking, Cryptography and Security, Operating Systems, Distributed Computing and Technological Maths.

Concurrent Employment with College Studies:

- Self Employed Repair Technician (2006 to present): During my time in college I was self employed and worked on a call out basis to repair computers and set up networks for offices and home environments.

Technology Summary

Certifications:	Cisco CCENT Certification
Systems:	UNIX, Linux, Windows 9X/NT/2000/XP/Vista/7, Mac OS X
Databases:	Oracle, ADB2, Relational Databases
Languages:	Java and HTML with limited knowledge of C, C++ and SQL
Software:	MS Visual Studio, MS Office, Eclipse, Netbeans

IT Experience

Sykes Ltd. – Shannon, County Clare, Ireland

- **Technical Support Analyst** (2006(Jan) to 2008(Sep)). Working with Sykes Ltd. I was a Technical support Agent for Sony VAIO. As front line Technical Support there was a large emphasis on what was called the “first time fix”. This required a large working knowledge of the Microsoft Windows environment as well as a good understanding of the hardware behind it. Within Sykes Ltd. I handled technical troubleshooting including system crashes, slow-downs and data recoveries. Additionally I engaged and tracked Priority 1 issues, with responsibility for the timely documentation, escalation (if appropriate), resolution and closure of trouble tickets.

Selected Contributions:

During my time at Sykes Ltd I researched and developed knowledge-base articles which resulted in an increase in first-call-resolutions.

- o Exceeded issue-resolution targets and achieved exemplary customer satisfaction scores, consistently scoring between 95%-100% on all calls (outperforming average of 90%).
- o Handled 40+ technical/mission-critical calls daily and consistently met high service standards, outperforming a daily target of 25.

RUSAL Aughinish – Askeaton, County Limerick, Ireland

- **Helpdesk Analyst / Intern,** (2008 to 2009) as part of my University course I was placed at RUSAL Aughinish, an alumina processing plant. As an intern here I was responsible for dealing with all IT related issues for the plant. Where an issue could not be resolved over the phone I would be responsible to call out for an onsite inspection.

Selected Contributions:

- o Developed knowledge base articles and maintained SharePoint documents which allowed staff to perform basic trouble shooting on their own PC's.
- o Was responsible for back up for site wide servers via DPM tape backup. I was also responsible for ensuring that tape vaults were ordered to allow for easy recovery of data.
- o Aided in an upgrade, site wide, from Windows XP to Windows Vista.

Referees

Academic Referee:

Dr. Thomas Newe,

Course Director: B.Sc in Applied Computers and Network Technologies (now called B.Sc in Mobile Communications and Security) (LM083),
Optical Fibre Sensors Research Centre,
Dept of Electronic & Computer Eng.
University of Limerick,
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Employment Referee:

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