Vineeth Shaju

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Personal Statement

I am a highly motivated and proactive individual who excels at solving problems, even under pressure. I have a strong ability to prioritize competing demands and meet tight deadlines. My educational background includes the completion of a Master's Degree in Computer Science from University College Dublin and a Bachelor of Science (Honours) Degree in Information Technology Management from IT Carlow. I possess a mechanical inclination and have a keen adaptability to new learning experiences. I approach work with a methodical mindset and possess a strong desire to acquire industry-relevant skills and certifications in an innovative and practical environment. I actively seek opportunities to optimize daily workflows and enjoy tackling unique challenges with innovative solutions. Currently, I am employed full-time at the Department of Public Expenditure National Delivery Planning and Reform, working under the Office of The Government Chief Information Officer on the Service Desk. This position is a permanent contract role secured through ERGO. Additionally, I also work part-time in the hospitality sector. As an Irish Passport holder, I have full rights and am willing to work and travel throughout the EU. I am actively pursuing opportunities that offer growth and advancement.

Skills Acquired

- Demonstrated effective leadership and team motivation through successful management of various projects during college and professional experience.
- Proficient in utilizing agile project management tools such as Kanban boards for optimizing daily workflow and Gantt charts for ensuring long-term goal attainment.
- Experienced in effectively communicating technical concepts and procedures to non-technical individuals in a clear and accessible manner.
- Accomplished people management, communication, interpersonal and teamwork skills gained from working with various teams and external clients as part of various projects.
- Can efficiently multitask and can adapt to and manage limited time to ensure goals are met.
- Experience working with various Database management systems: MongoDB, SSMS, Oracle & MySQL.
- Familiar with Office 365 Suite, Azure, Intune, SCCM, AD, AWS, GCP and SAP HANA Cloud Platform.
- Experience of Full-Stack Web development and programming in Java, HTML, CSS, PHP, SQL and JavaScript.
- Natively fluent in English and Malayalam and has essential proficiency in German, French, Irish, Tamil & Hindi.

Education

University College Dublin - (2021 – 2022)

Course: **Master of Science Degree in Computer Science**. NFQ LEVEL 9
This course covers a wide array of topics relating to all aspects of Computer Science.

Ruby	A+	Distributed Systems	A-
Data Science in Python	B+	French General Purposes 1 (CEFR A1.1)	B+
Big Data Programming	B-	Cloud Computing	B-
Relational Databases and SQL Programming	C+	Java Programming	C+
Advanced Data Structures in Java	C	Overall Result:	2nd Class Honours, Grade 1

Institute of Technology Carlow - (2017 – 2021)

Course: **Bachelor of Science Honours Degree in Information Technology Management**. NFQ LEVEL 8
This course covers modules relating to Strategic Information Systems, Networking, Systems Administration, Web Application Development, Accounting and Project Management.

First Year Results:	89.5%	Third Year Results:	77.9%
Second Year Results:	82.3%	Fourth Year Results:	81.8%
Overall Result:		1st Class Honours	

Work Experience

OGCIO – SDA – November 2022 – To Date

I am currently working at the **Department of Public Expenditure National Delivery Planning and Reform** under the **Office of The Government Chief Information Officer** providing technical support to internal and external customers via phone, email, and in person. I resolve hardware and software issues for desktops, laptops, printers, and other IT equipment on a daily basis. I also manage and escalate complex technical issues and requests that need special approval to appropriate teams. I diligently update and maintain the shared knowledgebase enabling my colleagues to follow standardized procedures for similar cases. I have also taken ownership of tasks in relation to the onboarding of major clients and try to optimise the process by utilising the available tools to the full potential.

SAP – CoE Internship – June 2022 – November 2022

I successfully completed the CoE Internship Experience Programme at SAP, where I engaged in a range of trainings and delivered presentations on diverse topics. During this program, I demonstrated effective leadership by guiding intern teams through project completion using a well-organized and thoroughly documented approach.

HEAnet CLG – March 2020 – August 2020

In my role as a Systems Administrator within the Office IT Team, I undertook diverse day-to-day responsibilities and major migration projects. These encompassed a range of tasks, including device management for Windows, Mac, and mobile devices, onboarding new hires, conducting security audit reports, and delivering support. Additionally, I created documentation and training guides for newly implemented technologies and processes. With a strong emphasis on attention to detail and adherence to strict timelines, I independently managed these tasks. Collaboration was vital, requiring coordination with colleagues and customers to ensure seamless execution of specific aspects. Throughout this role, I proactively identified opportunities to automate various tasks, thereby gaining exposure to cloud-based environments, endpoint management, and internal systems. My efforts prompted the team to adjust their overall approach to handling certain processes. Furthermore, I provided support for multiple in-office systems, including network troubleshooting, account management, VPN, telephony, and system maintenance and upgrades.

Shalom World Tv – Shalom Media Ireland – December 2018 – To Date

In my volunteer role as an Assistant Director of Photography, I actively contribute to a team responsible for capturing live broadcasts and pre-recorded shows. This involves collaborating with colleagues to prepare equipment and making crucial decisions regarding the safe and suitable arrangement of sets, scenes, lighting, and cameras. Specifically, I take the lead in overseeing set design for live interview telecasts, ensuring that the set and equipment adhere to international standards required for high-quality telecasts. Additionally, I give careful consideration to fire safety measures and ensure compliance with manual handling policies. By taking these precautions, I help create a secure and efficient working environment for the production team.

Golden Spring Chinese Restaurant – July 2018 – To Date

I work part-time as a Receptionist and Delivery Driver. I am in charge of taking orders accurately via the phone and in person and delivering the food efficiently in the shortest time possible. I also manage the weekly rota for all staff and ensure shifts are covered.

Projects

Delivery Management System

I conceived, designed, and prototyped an innovative application leveraging Google Maps data to generate the most efficient route based on multiple inputted addresses. The application also incorporates real-time traffic conditions to estimate the return time and provides route segment links that seamlessly initiate Google Maps navigation from each location. This project originated from my recognition of its potential to streamline my workflow during my part-time job while also eliminating unnecessary calls while driving. Taking the lead in this project, I assumed responsibility for managing the team by assigning tasks that aligned with each member's strengths. I ensured that all assigned tasks were completed to the highest standards I set. When team members faced indecisiveness, I provided guidance and suggestions to facilitate progress. I am proud to highlight that due to my initiative and effective management, our project received the prestigious ITC Showcase Award.

Achievements, Interests & Volunteering

- Awarded **Academic Scholarship** from IT Carlow in the Information Technology Management course.
- IT Carlow Computing **Showcase Award Winner** for final year project.
- I have been an active **volunteer leader** of the IT Carlow CoderDojo mentoring team.
- I have been a member and **team captain** of the IT Carlow Pool society during my time there.
- Full Irish & International Driving Licence.
- References available upon request.