

DAVID O'NEILL

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PROFILE

I am a senior manager with many years experience in IT, manufacturing and strategic project management roles in a range of industry sectors including enterprise software, pharma and small business.

SKILLS

- **Product development**
- **Operations Management**
- **Building relationships**

PROFESSIONAL EXPERIENCE

Shopify - Merchant Success Guru

(Dec 2019 - Present)

Shopify Inc. is a Canadian multinational e-commerce company headquartered in Ottawa, Ontario. It is also the name of its proprietary e-commerce platform for online stores and retail point-of-sale systems.

- Provide technical support, troubleshooting guidance, and help with understanding how best to utilize Shopify's features
- Business coaching for merchants in design, marketing, shipping and many other areas associated with growing an online store

Dentech & Dureka Ireland - Project Manager

(July 2018 - May 2019)

Dentech is an equipment supplier to the Dental industry in Ireland and the UK. Dureka is a sister company and a new manufacturer of dental handpiece equipment.

- Part of the team hired to design the ISO 13485 quality management system and achieve CE product certification
- Certification awarded by TUV SUD Germany
- Managing contract manufacturing partners in Germany and China
- Responsible for quality control and compliance

Dougals Wood Fired Pizza

(July 2016 - Feb 2018)

For many years I have been passionate about food. In July 2016 I opened a gourmet food truck serving hand made, healthy, Neapolitan Pizza. I trained in Florence, Italy under Massimo Crocetti, one of Italy's best pizza chefs. The business was an overnight success and I sold it in October 2017. Myself and my family took an extended holiday travelling around Europe.

Uppiddee - Project Manager and Co-Founder

(May 2012 - June 2016)

Uppiddee is a Software as a service (SAAS) platform for highlighting the correlation between employee wellbeing and business core metrics like productivity and retention. I was responsible for developing the concept, building the platform and managed the equity raise of 250k over two rounds:

- Raised 250k euro in equity from a combination of angel investors, crowdfunding and enterprise agency investment
- Pioneered a 6 month research project funded by Enterprise Ireland in partnership with UCD's Data Insight center, which examined the best statistical methodologies for developing a recurring neural network to predict employee retention and workplace stress
- Managed the solution architecture, design and development process
- Proven experience delivering software development and integration programmes with the ability to manage multiple work streams concurrently
- Experience in using various project management methodologies and working in an Agile (SCRUM/KANBAN) environment
- Financial Oversight - Generated monthly reports for our board meetings with investors and state agency representatives

Enterprise Ireland - New Frontiers Participant

(Mar 2012 - May 2013)

New Frontiers is Ireland's national entrepreneur development programme. It provides an integrated and comprehensive set of development supports to successful participants. It is concerned with progressing more early-stage ideas from business concept to investable business.

- Successfully awarded a place on the initial 6 month programme and the competitive final 6 month phase
- Received a 15,000 euro scholarship
- Awarded a place on Enterprise Ireland's High Potential Startup Programme (HPSU)

Imeall Tra - Project Officer / Manager

(Sept 2006 - Nov 2011)

Imeall Tra was a cross border public private partnership created to promote sustainable rural development in parts of Ireland and Northern Ireland. It was created by regional development agencies in order to access EU funding. My responsibilities included:

- Developing and managing teams in Ireland and Northern Ireland to manage multiple economic, social and cultural projects in their respective jurisdictions
- Experience delivering projects under Interreg and Peace II European funding initiatives
- Delivered more than 50 development projects over four years (budgets ranged from 5000 to 250,000 euro)
- Built robust strategic partnerships with non-profit organisations, councils and enterprise agencies across Ireland, Northern Ireland, Norway, Iceland and Faroe Islands
- Project lead on a multi million euro flagship tourism project (Gobbins / Slieve League Cliffs)
- Governance - reported monthly to the board of Imeall Tra (12) which included the CEO of Udaras na Gaeltachta, regional heads of Leader in Antrim and Donegal, prominent business advisors and leaders of community groups.

Business Manager / Director - McGahon & O'Neill

(July 2002 – August 2006)

McGahon & O'Neill was an innovative retail electric and audio visual company operated by my father and his business partner. I assumed the role of sales manager / general manager with responsibility for electrical retail, corporate audio visual and a separate hire purchase company.

- Grew the businesses sales by 200% between 2002 and 2005 and managed a team of 10
- Developed the corporate audio visual installation business securing clients like Diageo, DHL, RTE and Aer Lingus
- Identified new markets for existing technology (smart homes cabling, lighting and audio systems)
- Introduced premium luxury brands including Bose and Onkyo
- Became the first business in Ireland to be certified for audio installations by Lucasfilm, California

Bioshell Healthcare - Operations Manager

(August 2001 – September 2002)

BIOSHELL Healthcare, is a leading manufacturer of sports nutrition and dietary supplements. I joined the company when they were in the process of building a new manufacturing facility in Co. Mayo. My responsibilities included:

- Designing and implementing a quality system in order to achieve ISO quality certification (ISO 9001: 2008)
- Procurement and installation of manufacturing equipment
- Recruitment and training of the first 25 staff
- Development of product, engineering and maintenance processes and procedures

Xerox - Manufacturing Manager

(June 2000 – August 2001)

I joined Xerox when they created the Xerox park manufacturing facility in Ireland. I was a manufacturing manager in the Production systems manufacturing division, building high volume printers and copiers.

3Com - Production Manager

(May 1997 – June 2000)

3Com Corporation is a digital electronics manufacturer best known for its Palm Pilot, networking cards, hubs and switches. It employed over 2000 people at the Dublin office. I managed and led teams of up to 100 skilled operational team members in a high volume manufacturing environment.

Kerry Group - Production Supervisor

(May 1996 – Apr 1997)

I worked at Kerry Foods part time for a number of years and was offered the production supervisor role while studying at Third Level. I managed a team of 20 production operatives on a high volume packaging line.

EDUCATION

Diploma in Software Development

Code Institute

(June 2019 – March 2020)

Mandarin Chinese Level 4

Letterkenny Institute of Technology

(Oct 2014 – Jan 2015)

SAP ERP Programming Certificate

3Com Technologies

(Feb 1998 – Feb 1999)

Certificate in Business Studies
Dublin Institute of Technology

(Sept 1994 – May 1996)

ADDITIONAL

Training courses: Javascript, Python (Udemy) SAP/ ERP programming, Microsoft Project and Visio, ISO 9001:2008 lead auditor
Voluntary Director of Skillsnet (Irish Government non-profit for improving workplace training)
