

## Personal Details

- **Address:** 13 Oak Grove, Royal Oak, Santry, Dublin 9
- **Date of Birth:** 13/05/2001
- **Email:** swainefergal@gmail.com
- **Phone Number:** 0831590228

## Education

**College/University:** Dublin City University (DCU), Glasnevin Dublin 9

2:1 B.Sc in Enterprise Computing (DC120)

2020-2024

**Final Year Project:** MindJourself: Voice Journaling App

**Features:**

**Voice Analysis:** Uses Hume.AI API to detect emotions.

**Sentiment Analysis:** Reports emotional tones in journal entries.

**Journal:** Record and store thoughts.

**CSV Export:** Export analysis and entries.

**Technologies:**

**Frontend:** React

**Backend:** Node.js

**APIs:** Hume.AI API

**Storage:** Firebase

**Secondary School:** Gaelcholáiste Reachrann, Grange Abbey Road, Donaghmede, Dublin 13

Junior Certificate 2017 – Honours

Leaving Certificate – Honours

2014-2020

**Primary School:** Gaelscoil Cholmcille, Coolock Lane, Dublin 17

2006-2014

## Technical Skills

### Programming Languages:

- Python
- HTML
- CSS
- Java
- SQL
- R
- Django

### Database management:

- Capable of implementing and overseeing database security measures to protect sensitive data.
- Experienced with using cloud-based database services, such as Azure SQL Database and AWS.
- Competent at quickly identifying and fixing database-related problems to save downtime.
- Proficient in integrating and managing databases with Active Directory for streamlined user authentication and access control, enhancing security and simplifying administration.

### Tools and Technologies:

- **Service desk software:** Jira Service Management
- **Remote desktop tools:** DameWare
- **Ticketing system:** Ivanti
- **Communication:** Microsoft Teams
- **OS:** Windows, Linux, Mac
- **User Management:** Active Directory
- **Endpoint management tool:** Microsoft Intune
- **VPN Client:** Cisco AnyConnect

## Certificates

- CompTIA Security + SY601 - Udemy
- Machine Learning - ECIU
- Exploring Innovative and Disruptive Technologies - ECIU
- Introduction to service management with ITIL 4 - Udemy
- Master Microsoft Powershell - Udemy
- Customer Service: Soft Skills and Fundamentals - Udemy

## Employment History

### 1. Graduate in Cyber Security - Dublin City Council (September 2024 - Present)

- **Assisted in Implementing Security Protocols**  
Worked on the deployment and enhancement of network security measures to protect Dublin City Council's critical infrastructure, including firewalls, intrusion detection systems, and encryption protocols.
- **Risk Assessment and Vulnerability Testing**  
Conducted regular vulnerability assessments and penetration testing to identify and mitigate security risks, ensuring compliance with industry standards and best practices.

- **Security Incident Response**  
Participated in the detection, investigation, and resolution of security incidents, collaborating with IT teams to minimize damage and prevent future breaches.
  - **Cybersecurity Awareness Training**  
Developed and delivered training materials to increase awareness of cybersecurity threats among employees, improving overall organizational security posture.
- 2. Bar Staff - The Ivy House (March 2024 - August 2024)**
- Prepared and served a variety of beverages, including cocktails, beers, wines, and non-alcoholic drinks, according to standard recipes and customer preferences.
  - Maintained cleanliness and organization of the bar area, including regular cleaning of equipment, glassware, and surfaces to ensure a sanitary environment.
  - Restocked supplies, kept an eye on stock levels, and placed purchases when necessary to guarantee there were enough supplies for daily operations.
  - Accurately managed payments, handled cash and card transactions, and balanced cash registers at the conclusion of each shift.
- 3. Event Manager - Bingo Loco (September 2023 - March 2024)**
- Event Planning, considering logistics, prizes, scheduling and staff.
  - Venue coordination, equipment, decorations, stage setup.
  - Ticket management, ensuring all attendees tickets are scanned through correctly, providing the venue with a number of tickets sold.
  - Staff supervision, including security, DJ, Host and dancers, making sure that all staff are looked after and prepped before each event.
- 4. Service Desk Analyst – Davy Stockbrokers (January 2023 – August 2023)**
- Provide frontline assistance to users, addressing their technical concerns through phone, email, chat, or in person
  - Diagnose and resolve technical problems by following established procedures or collaborating with other IT teams when necessary.
  - Manage and track incidents in a ticketing system, ensuring timely resolution and adherence to service level agreements (SLAs).
  - Collaborate with other IT teams, such as network and system administrators, to resolve complex issues and implement system upgrades.
  - Troubleshoot hardware issues, arrange for repairs or replacements, and maintain an inventory of IT assets.
  - Put in charge of a laptop refresh project, overseeing planning, developing and deployment of devices.
  - Prioritised effective communication with IT teams and end users to receive their upgrade.
  - Successfully delivered a laptop refresh project, enhancing efficiency and security.
- 5. Sales Assistant – Dunnes Stores, Henry Street (October 2022 – December 2022)**
- Greet and assist customers, addressing inquiries, locating products, and providing information about promotions and discounts.
  - Restock shelves and displays, maintain product organization, and ensure product availability.
  - Monitor stock levels, report shortages or damaged goods, and assist in inventory counts and stock rotation.
  - Ensure that displays are visually appealing, and merchandise is well-arranged to attract customers.
  - Unload and organize merchandise from deliveries and assist in stocking shelves.

## 6. Sales Assistant - Maxol Centra Artane (2020 – 2022)

- Responsible for ensuring customer satisfaction is number one priority. Deal with all customer enquiries professionally, efficiently, and consistently with store policy.
- Show a positive attitude and take responsibility for making sure customers have an enjoyable shopping experience.
- Trusted with locking up at night and keeping the shop clean and safe.
- Responsible for dealing with misbehaving and disobedient customers.

## 7. Total Ground Effects Landscape Contractors (July – August 2022)

- Completed jobs using a variety of tools and equipment safely.
- Assisted in loading and unloading of materials.
- Moved and placed pavement slabs in marked locations.
- Learned to make measurements and cuts where necessary on pavement slabs.

## Achievements

- Dublin Division 2 Senior League Winner 2023.
- Dublin GAA Minor A Club Championship Winner 2018.
- Dublin Division 1 GAA Féile Winner 2015.
- Dublin GAA Division 1 Under 14 League Winner 2015.
- Dublin GAA County Player 2013-2016.

## Languages

- English
- Irish (fluent in written and spoken)

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