# LIAM LENNON-FLYNN

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## | PROFESSIONAL SUMMARY

Motivated and detail-oriented Computer Science graduate with 2 years of professional experience as an Application Support Analyst. Skilled in diagnosing, troubleshooting, and resolving technical issues to ensure optimal system performance and customer satisfaction.

## | WORK HISTORY

**Mercy Hospital** - *Application Support Analyst*
Dunedin, New Zealand • 04/2023 - 12/2024

- Led the implementation of a POS system, aiding our Cafe to become profitable.
- Analysed and mapped data, and wrote SQL scripts to extract data from SQL databases.
- Maintained strong relationships with stakeholders by providing exceptional service and communication throughout issue resolution process.
- Participated in on-site requirements gathering sessions.
- Led the implementation of an incident tracking system, ensuring accurate records and timely follow-ups on outstanding issues.
- Documented procedures for troubleshooting common issues, contributing to a more efficient support process.

## | PROJECTS

**2D Unity Game**
https://cosc360.otago.ac.nz/games/2022/GalacticGladiator

## | REFERENCES

**Jason Silby - Manager**
Chief Transformation Officer - Mercy Hospital Dunedin

**Adrian Robinson - Team Member**
ICT Systems Engineer - Mercy Hospital Dunedin

**Ange McNulty - Colleague**
Chief People Officer - Mercy Hospital Dunedin

## | SKILLS

- JavaScript
- HTML
- CSS
- Java
- Python
- SQL
- Git Version Control
- Communication & Collaboration
- Problem Solving
- Fast Learner
- Attention to Detail
- Agile Methodology

## | EDUCATION

**University of Otago**
Dunedin, NZ • 12/2022

***Bachelor of Science***: Computer Science, Minor in Software Engineering
- Council Commendation for Exceptional Performance (Web Development)
- University of Otago Entrance Scholarship