JAMES BRANNIGAN

PROFESSIONAL SUMMARY

A committed and creative recent graduate in Software Development looking for a rewarding career in the Information Technology sector, haven just returned from six months travelling I am eager to learn and available immediately. Currently looking for a suitable graduate or entry-level position in development that can help me improve my technical skills and knowledge.

WORK HISTORY

Technical Support Engineer, 03/2019 to 07/2019
Oracle - Galway city, Connacht

- Acted as a primary point of contact for managers.
- Configured hardware, devices, and software to set up work stations for employees.
- Coordinated with systems partners to finalize designs and confirm requirements.
- Responded to support requests from end-users and patiently walked individuals through basic troubleshooting tasks.
- Explained technical information in clear terms to non-technical individuals to promote better understanding.
- Configured IP addresses for hardware products.
- Used SQL to solve issues on customer systems.
- Reviewed XML documents to solve customer issues.
- Recreated business issues on a virtual machine as a form of troubleshooting.

Technical Support Agent, 06/2018 to 03/2019
Apple - Galway city, Connacht

- Explained technical information in clear terms to non-technical individuals to promote better understanding.
- Patched software and installed new versions to eliminate security problems and protect data.
- Responded to support requests from end-users and patiently walked individuals through basic troubleshooting tasks.
- Increased sales by educating prospects on the benefits of products and services in comparison to competitors.
- Created knowledge-based articles on issues and resolution encountered.
- Achieved weekly and monthly KPI goals.
- Engaged end users and answered questions via email, phone, website live chat and in forums.

CONTACT

Address: Galway City, Galway H91 YX7X
Phone: 087 621 8446
Email: Jamesbrannigan89@gmail.com

Linkedin:
https://www.linkedin.com/in/jamesbran
GitHub:https://github.com/jamesbrannigan89

SKILLS

- Updates and upgrades
- Performance optimization
- Software debugging
- Troubleshooting and diagnostics
- TCP/IP
- Mac systems
- Technical issues analysis
- Customer service expert
- Programming Languages - HTML,CSS,Angular,Javascript,Typescript,Java,SQL,GIT, RDBMS,XML
- Agile - Scrum, Kanban
- Documentation
- Other - August 2019/February 2020 - Interrail travel around Europe

Production Operator, **08/2016 to 12/2017**
Medtronic - Galway city, Connacht

- Inspected final products for defects and flaws using proper QA procedures.
- Assisted engineers with the testing of the new machines via Kanban Cards.

Office Administrator, **08/2014 to 09/2015**
Mocks.ie - Galway city, Connacht

- Designed and created high-quality revision material for the Irish and English Junior and Leaving Certificate curriculum.
- Developed and tested new product offerings before release to assist the development team in bug identification.
- Assisted with the implementation of the re-development of the website.
- Managed relationships with business customers and assisted in the creation of social media campaigns.

EDUCATION

Higher Diploma, **Software Development**, **11/2019**
Galway Mayo Institute Of Technology - Galway

- Graduated with a Higher Diploma in Software Development.
- Below are the core modules I completed
- Object-Oriented Software Development - Java
- Computer Architecture and Technology Convergence
- Database Design and Development - SQL, Relational Databases
- Web Applications Development - HTML, JavaScript, Bootstrap, CSS,Angular,XML
- Agile Software Development - Scrum, Extreme Programming, Kanban
- Mobile Applications Development - Typescript, Angular
- Operating Systems and Cloud Computing - Windows, Linux, Mac OS
- Computational Thinking with Algorithms

Master's in Social Regeneration, **11/2016**
University Of Limerick - Limerick

- Graduated from a yearlong Master's with a diploma in Social Regeneration, which covered complex issues such as unemployment, drug addiction, education and their impacts on wider society. I completed a thesis on Schooling and its effect on childhood obesity.

Bachelor of Arts, **History & Sociology And Politics**, **11/2014**
National University Of Ireland Galway - Galway