

Jordan Daly

Email: jordandaly@gmail.com **Phone:** 0879902915 **LinkedIn profile:**

<https://www.linkedin.com/in/jordandaly2>

Experience

Dec 2013- July 2017 Company: Ellucian, Dublin **Job Title:** Software Support Analyst / Technical Consultant

Ellucian is the Global leader in software and services for the higher education industry

All levels of support for Quercus Student Information System. The Quercus product is an enterprise business application that provides ERP functionality for third level institutions with all major functional components of a stand alone Student Information System covering: core database of student records, messaging integration, reporting/BI, Finance etc

Software Support duties and responsibilities:

- Functional level software support involving processing of support cases into software/product change requests; root cause analysis of defects and requirements analysis for enhancements.
- Education of external and internal clients in regards to system administration and configuration, and patch installation.
- Complex SQL data investigation (Oracle RDBMS).
- Detailed software issue investigation and analysis involving running code components stand alone to tell apart software bugs from data issues.
- Error replication for reported bug testing and validation on internal environments involving extensive data and system configuration setup.
- External client support through support tools and remote connection.
- Meeting daily with the development team to triage and escalate critical issues.
- Writing high-quality knowledge base solution articles, in English, to cover known issue workarounds and to guide customers through various system use cases in a clear and concise manner.
- Internal cross functional collaboration with implementation, cloud operations, product management, software development and quality assurance teams.
- Training and Mentoring of new hires both in person and remotely.
- Assisting R&D with specification, development and testing of new features and software fixes across multiple products in an agile development environment.

Technical Consultant projects:

- Custom Software Development
- Integration Project Consultancy

- Data Migrations

June 2012-Sep 2013 Company: Voxpro, Cork Job Title: Google Enterprise Technical Support

Voxpro is an Irish owned Business Process Outsourcing Company based in Cork

- B2B technical support through email and over the phone for Postini customers.
- Identification and escalation of spam outbreaks, troubleshooting and resolution of client mail flow problems and assistance in system configuration and integration with local server environments.
- Meeting service level agreements on response and resolution times, ensuring product and support satisfaction and working with senior team members and quality to update knowledge base of support resources and known issues.
- Use of test environments, internal and open source tools to analyse and investigate application and network issues.
- Postini is an e-mail and web security and archiving service owned by Google since 2007. It provides cloud computing services for filtering email spam and malware and offers optional email archiving and encryption.

Skills

Working knowledge of ; MS Office (Word, Excel, PowerPoint, Access, Outlook), Oracle Relational Database, SQL, Oracle Application Express, Subversion, PL/SQL, XML, Salesforce CRM, Atlassian Suite (Confluence / JIRA / Bitbucket)

Knowledge of (from Education);

Frontend Web Development: HTML, CSS, Javascript, AngularJS

Backend Development: Python, Django, SQL, NoSQL

MongoDB (noSql document-based database), Android Studio, Java, Ruby on Rails, Git, Github, Visual Studio, C# .NET framework, Object-oriented programming, Data structures and Algorithms, Software engineering diagramming and modelling, UML, Internet technologies, APIs, RESTful services, XML, JSON,

Education

Code Institute, Full Stack Web Development Diploma (2017-2018)

Mentored Online

Modules;

- HTML and CSS Fundamentals.
- User Centric Front End Development: GitHub, HTML, CSS, UX Design, Bootstrap.

- Javascript Fundamentals
- Interactive Front End Development: Javascript, jQuery, AngularJS.
- Python Fundamentals.
- Practical Python.
- Data Centric Development: MySQL, APIs, MongoDB, Flask, Data Visualisation, Heroku.
- Full Stack Frameworks: Django, Stripe payments, Paypal payments, GitHub Apps, Forums, Django's testing framework, Django's REST framework.

National College of Ireland, IFSC Dublin 1. Honours Degree, Bachelor of Science in Computing, Grade 2.1 2013 – 2016

Part Time Degree , Advanced Entry to Year 2

Year 2 Modules (Sept '13- May '14) Introduction to Software Engineering, Introduction to Databases, Web Development, Data Structures and Algorithms, Business Entrepreneurship, Object Oriented Software Engineering, Advanced Databases, Project, Data Communications and Networking, Information Technology Project Management

Year 3 Modules (Sept '14- May '15)

Strategy Management, Advanced Internet Technologies, Team Project, Introduction to Artificial Intelligence, Wireless Networking, Advanced Programming, Networking Programming and Distributed Systems, Change Management

Year 4 Modules (Sept '15- May '16)

Multimedia and Mobile Application Development, Distributed Systems, Business and Network Security, Final Year Software Project

- Android App available at <https://play.google.com/store/apps/details?id=com.sturevu.classdoor>

Dublin City University, Glasnevin, Dublin 9 (2011-2012), Graduate Diploma in Information Technology, Grade 2.1

Modules: Object-Oriented Programming, Web Design and Implementation, Database Design, Information Systems Framework, Advanced Programming, System & User Interaction Development, Networks & Operating Systems, E-Commerce Infrastructure

University College Dublin, Belfield, Dublin. (2006-2010), Honours Degree, Bachelor of Arts

English Literature, Grade 2.2

Extra Curricular; 2006-2009, Sports Writer for UCD student newspaper *The College Tribune*.
Sports Editor 2008 and nominated for Student Sports Writer of the Year Award .

Interests: Soccer, Running, Cycling, Reading, Travelling.

References available on request.