

Mark Towey

44 Castlawn Heights, Galway
marktowey1@gmail.com / 087 2559769

PERSONAL PROFILE

A confident and ambitious individual with experience as a Cloud Support Engineer and many years' experience as a primary school teacher. Although teaching provided me with great work experience and many transferable skills, I was eager to take on a new challenge in the business world. After completing a Master's in Business Analytics at University of Galway where I received a Student Ambassador Scholarship and achieved a 1.1 overall result, I commenced working with SAP SuccessFactors as a Cloud Support Engineer. This has given me a fresh drive and purpose in my working life and I am keen to progress in this field. With strong communication, interpersonal and problem-solving skills along with an ability to react to challenging situations, show composure in tense, high stress level situations and a desire to help others, I am sure that I can be a valued member of your team.

EDUCATION

2020 – 2021	Master's in Business Analytics, H1 – NUI Galway
2019 – 2020	Higher Diploma in Business Studies, H1 - NUI Galway
2009 – 2012	Bachelor of Education, H2.2 – St. Patricks College, Drumcondra

WORK EXPERIENCE

April 2024 – Present	Software Implementation Consultant – Genesys, Galway
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Jun 2021 – March 2024	Cloud Support Engineer – SAP Successfactors, Galway
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- Analysing incidents, researching solutions and providing clear communication and answers to customers.
- Liaising with Product Management and Software Development Teams to identify bugs and missing product functionality for future releases.
- Perform Root Cause Analysis and provide solutions in complex environment fields and areas.
- Collaborate with fellow employees across different teams by providing important customer feedback, process-improvement suggestions, new troubleshooting tips and other actions that involve improving our product.
- Working remotely and independently to achieve my goals and provide customers with a positive experience.

Aug 2018 – July 2019	Primary School Teacher – Emirates International School, Dubai.
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- Articulate complex theories using simple verbiage to a diverse audience.
- Taught in an international, private school in Dubai.
- Attended weekly meetings with the year 5 team and the vice principal to reflect, collaborate and proactively plan for future lessons and activities.
- Taught and built strong relationships with students, teachers and staff of different nationalities, cultures and backgrounds.

Sept 2012 – June 2018	Primary School Teacher
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- Taught children of varying abilities, backgrounds, and learning difficulties.

- Plan, organise and implement lessons, activities, excursions daily.
- Lead, encourage, motivate, and inspire students to fulfil their potential.

OTHER WORK HISTORY

- **Presiding Officer** Local Elections, 2014 – present.
- **Travel** Lived and worked in Canada & California, 2016 - 2017
- **Tennis Coach** Castlebar Tennis Club, 2009 – 2018
- **Sales Assistant** Toymaster, Castlebar, 2009- 2012

SKILLS

- **Technical skills**
 - **Java** – Currently learning Java on codecademy.com
 - **AWS** – Completed a AWS Cloud Practitioner Essentials course on Amazon.com
 - **Python** – Possess a working knowledge of how to prepare datasets, present data visualisations and support-decision making using Python.
 - **C#** - Competent in object-oriented programming for the business environment.
 - **SQL** – Familiar with RDBMS database concepts. Can create relational database schema, query database systems and manipulate data in a relational database.
 - **SAP** – SuccessFactors Employee Central expert.
 - **Tableau** – Competent at creating data visualisations to identify key findings.
 - **Big Data Tools** – Experience using tools such as Hadoop, MapReduce, Yarn, Spark, HDFS, HBase, Hive and Pig.
- **Communication skills** – Possess excellent communication skills as it is essential to provide clear, concise explanations to customers.
- **Customer Service Skills** – Enjoy providing a positive experience for customers. Have an overall customer satisfaction score much greater than the SAP company average.
- **Teamwork skills** – Played GAA and soccer for many years and have a great understanding of the importance of teamwork and collaboration.
- **Leadership skills** – Demonstrated strong leadership skills daily while teaching. I developed these skills further while working as a presiding officer at local elections and while running children's tennis camps.

INTEREST/HOBBIES

- **Gaelic Football** – Current player with Castlebar Mitchells. Competed in the 2016 All-Ireland club final. Represented Mayo at underage level.
- **Soccer** – Played with Castlebar Celtic and represented Mayo at underage level.
- **Tennis** – I am a Tennis Ireland certified coach. Represented Connaught at junior level.
- **Volunteer Work** – Spent two weeks in Zambia with Zamda Ireland in 2018.
- **Travel** – Travelled in Europe, N America, Middle East, South-East Asia & China.

References available on request
