Eoin McDonnell

Oldmcdonnell@gmail.com
859.420.9056

Experience

Tools: Microsoft SQL Suite, Jira, Bugzilla, VSCode, PyCharm, SAP, Powershell, PuTTY, Splunk, Wireshark, NMAP
Programming: Python, Javascript, T-SQL, PHP, React, Django
Database: MSSQL, MySQL.

Education

- Savannah College of Art and Design
    B.F.A. 3D Computer Animation with a Minor in painting at SCAD.

- Dublin Institute of Technology
    MA Digital Media Studies, Specializing in Dynamic Web at DIT.

- Northern Kentucky University
    March 2024 – Present MS Cybersecurity

- Awesome Inc.
    March 2024 – Present: Coding bootcamp

Work Experience

December 2012 to July 2023 - Dormakaba (formerly Kaba Mas)

1525 Bull Lea Rd. #100 Lexington, KY

Customer Support Analyst - Quality Assurance / Programming / Tech support / Order Entry
- Creating and amending python test cases for product validation testing
- Running automation testing and analyzing results
- Jira case monitoring and interpretation
- SQL database maintenance, authentication, recovery, migration, disaster recovery, T-SQL scripting
- Troubleshooting Kerberos and active directory
- Centran network setup, SOAP, REST, and XML API calls, creating and installing
- Lock analysis and repair
- Escalating faults via Bugzilla and later Jira
- Jira case monitoring and interpretation
- Training people in ERP systems like SAP and MS Dynamics
- Invoicing orders and SMI / VMI warehouses.
- Customer support for installing Cencon systems.
- Customer support for installation of hardware and software of the full Dormakaba line of products

- Replicating customer issues on a test network

- Test network setup;
  - Setting up routers/switches
  - Programming linux test devices
  - Corticate and configuration setup
  - Setting up SOAP and REST endpoint
- Subject matter expert on LA GARD, Cencon, Auditcon, X-0 safe locks
  - Creating documentation for colleagues and customers
  - Rare part number request knowledge
  - Software testing, installation across several versions and OS
  - Maintaining version history for hardware and software
- RMA maintenance
- Shipping, invoicing, and account management
- Clearing customs tax issues
- 24/7 On-call support
- End of year audits

Github: https://github.com/oldmcdonnell
LinkedLN: https://www.linkedin.com/in/eoin-mcdonnell-01078923/