Sean Byrne

Web Application Developer | Software Engineer

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Diploma holder in full stack software development offering a passion and technical expertise for designing, developing, and maintaining web-based applications and software solutions that meet user needs, enhance customer experience, and fulfill business requirements.

Successful in completing multiple projects that include designing and developing websites, games, and applications. Developed a thorough understanding of the Software Development Lifecycle (SDLC) and web programming along with a knowledge of HTML, CSS, JavaScript, Salesforce, and other SaaS platforms, including Bootstrap, Django and Jest. Client-centric professional with expertise in supporting customers across EMEA markets by addressing risk and non-compliance issues and resolving technical problems related to SaaS products. Possesses communication, conflict resolution, and problem-solving skills and an ability to research and adapt emerging industry trends and technologies to excel in a fast-paced environment.

Skills & Abilities

✚ Software Engineering	✚ Web Applications Creation	✚ Team Coordination
✚ Project Execution	✚ Software Development Lifecycle (SDLC)	✚ Account Management
✚ User Interface Creation	✚ Full Stack Development	✚ Customer Satisfaction
✚ Website Development	✚ Computer Programming & Coding	✚ Technical Troubleshooting

Technical Skills

HTML, CSS, Python, JavaScript, Slack, Docusign. Mailchimp, Teams, MS Office (Word, Excel, PowerPoint), Salesforce

Frameworks: Bootstrap, Django, Jest, jQuery and Flask

Relevant Qualifications

FULL STACK SOFTWARE DEVELOPMENT, DIPLOMA | CODE INSTITUTE | OCT 2023 – SEP 2024
- Developed a thorough understanding of full-stack development, including front-end and back-end development.
- Mastered the ability to create interactive user interface (UI) designs for websites and web applications using HTML, CSS, and JavaScript
- Contributed to the successful completion of web-based software development projects showcased on https://github.com/seanbyrne5

WEB DEVELOPMENT, INFORMATION TECHNOLOGY, ZERO TO MYSTERY ACADEMY | DEC 2021

Key Projects & Achievements

Love Runnings: Developed a website for the Love Running Club to raise members' awareness of social running benefits and provide the latest information about meet-ups and new events.

World / Zero: Built a website for diverse individuals to connect and share individuals' passion for anime, creating a vibrant community.

Love Maths: Created a simplistic design for basic mathematical calculations.

Bazzinga: Designed an interactive web-based game for the users.

Professional Experience

CUSTOMER SOLUTIONS AGENT | PAYPAL, DUBLIN, IRELAND| AUG 2021 – MARCH 2024
- Support customers across 30 EMEA countries by meeting financial, technical, and compliance needs.
- Achieve customer satisfaction and safeguard sensitive assets by addressing KYC / KYB, fraud, disputes, and claim management issues.
- Deliver product-specific guidance to customers while identifying and resolving technical problems in an efficient manner.
- Manage 30 – 60 per day accounts across multiple channels to drive customer satisfaction and achieve service excellence.
- Assist customers across the Israeli market during the onset of war by studying market-specific regulations and coordinating with an interpreter, resulting in the development of a long-term solution.
- Received commendation from senior leadership for delivering support to other regions / markets during emergencies by learning compliance and risk rules and leveraging strong communication skills to assist non-English markets.

GENERAL MANAGER & FLOOR STAFF MEMBER | LAUGHTER LOUNGE, DUBLIN, IRELAND | MAY 2012 – MAY 2018
- Honed communication and customer service skills and proposed creative ideas for sales pitches, events, and drink promotions. Secured promotion to General Manager for exceptional performance.
- Drove business growth and ensured repeat customers, including Google, Accenture, and PayPal, by hosting private events at the Laughter Lounge in collaboration with clients and suppliers.
- Oversaw venue management, staff recruitment / training, and conflict resolution aspects, resulting in driving operational excellence.
- Played a key role in increasing ticket sales and head count by 15% by ensuring proper promotion of 30 key events, including Brazilain comedians for the Brazilain population in Ireland.