**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](https://seanbyrne5.github.io/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**](https://seanbyrne5.github.io/world-zero/): Built a website for diverse individuals to connect and share individuals’ passion for anime, creating a vibrant community.

[**Love Maths**](https://seanbyrne5.github.io/love-maths/): Created a simplistic design for basic mathematical calculations.

[**Bazzinga**](https://seanbyrne5.github.io/love-maths/): 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.