SIOBHAN DONNELLY

Mobile: 086 8242679   **Email:** siobhan.donnelly@gmail.com   **Location:** Dublin
linkedin.com/in/siobhan-donnelly-07082496/

PROFILE:

Very experienced engineer with expertise in a variety of products, platforms and processes. I have worked in IBM for 21 years, as part of development (QA) and support in many different roles including a two-year assignment in Cambridge USA as part of a core U.S. test team, and as International bug administrator. I enjoyed working in product development, and found the subsequent customer facing aspect of support very rewarding. Self-motivated with a strong work ethic, have consistently exceeded my targets in IBM and while in support I was also one of the few to be promoted to band 8. I have won many awards at work, and feel I have a lot to contribute.

CAREER SUMMARY:

Devops, First Responder, IBM: **2017 – 2019**

- Team lead, performing server checks on production systems to prevent delays, outages.
- Respond to alerts on routers, switches, linux and windows servers, various applications, and on mainframe. Resolve issues via runbooks or by escalating.
- Act as incident manager on high impacting issues, driving them to resolution via bridge calls. Sending bulletins to notify support.
- Involved in process improvements and monitoring change plans.

Advisory Software Support Engineer, IBM (Band 8):   **2011 - 2017**

- Technical / Team Lead and Product Area Expert for IBM's Web-based mail on-premise and on the cloud (SAAS). Mentored and assisted engineers, and reviewed escalations.
- Worked directly with Premium Corporate (Fortune Top 500) customers, and other customers via escalations from L1 to resolve their issues, systems down, or cloud outages.
- Worked with Critical Situation Managers, Account Managers, Level 1, Level 3, and Development, and attended weekly technical meetings with worldwide colleagues.
- Presented at Open Mic session with WW customers, and went on-site to a customer.
- Spent week in Romania training L1 new hires, and trained L1 and L2 WW colleagues.
- Promoted as my work contributed to a customer purchasing an additional 50,000 licenses.

Level 2 Support Engineer: **2005 - 2011**

- Moved to IBM Customer Support, worked on messaging, calendaring and email.

Technical Specialist role (Band 7):   **2004 - 2005**

- Worked on software releases, performed core testing on a web-based eLearning product.

QA Project Lead: **2002 - 2004**

- Responsible for QA planning, software deliverables with input on schedules, project plans.

International Bug Administrator, (Cambridge, U.S.A):   **2000 - 2002**

- Setup complex environment to validate bugs from International QA sites, Japan, China etc.
- Validated bugs on web-based eLearning product running on Db2/SQL/Oracle in 21 different languages and assigned to developers in various US sites and Singapore.
- Worked closely with people at all levels of the organisation (US and WW) daily and point of contact for QA, dev, and management for issues.

- Attended triage as International representative and sent out weekly bug reports WW.

Core QA Engineer, (Cambridge U.S.A.):   **1999 - 2000**
- Due to the successful coordination of test plans worldwide, I was selected as one of three worldwide to train in new US QA engineers on IBM Workflow product.
- Focused on validation of WW core bugs, reporting others, and setup systems and processes along with colleagues from China and Japan.

Software Localisation Engineer (Band 6):   **1998 - 1999**
- Joined IBM in QA test role, testing localised products.

Innovative Suggestions:
Development: Suggested the Dublin lab sign up to a library of courses, for self-train purposes. Licenses were purchased for all employees.
Support: Customer satisfaction survey for issues shared between L1 and L2 had poor results due to question repetition. I suggested a standard template for transfer which worked very well and succeeded in increasing customer satisfaction.

OTHER PROFESSIONAL EXPERIENCE:
Localisation and Support engineer, **CREATIVE LABS**   **1994 - 1998**
- Test lead supervising work of new engineers. Tested wide variety of products, software and hardware kits, and reported results to the product and brand managers. Provided feedback on beta products (CD rom drives, graphic cards etc) to the Singapore lab. Specialised in modem testing, and was sent to sites around Europe verifying product functionality on local phone lines. Work also involved assembling PC's.
- 1995: Promoted to Software Localization engineer.
- 1994: Technical support agent providing support to the French market.

EDUCATION:

Code Institute	Diploma in Full Stack Development	**Feb 2020**	**Present**
D.I.T.	Certificate in Micro Computing Technology	**Honours**	
A.I.T	Graduate Diploma in Computing	**Honours**	
U.C.G	Bachelor of Commerce Degree	**Honours**	
A.I.T	Certificate in Business Studies	**Honours**	

OTHER ACHIEVEMENTS:
While in IBM, received awards for key skills, most knowledge articles created, retention award via shares, nominated for WW Customer Satisfaction award and exceptional performance while in U.S. Achieved certification on Websphere, Cloud Administration and Domino exams.
Won All-Ireland U19 Golf Foursome, and Westmeath all-star award for golf.
Motivated, consistent high performer, with French speaking skills.

SKILLS: Unix; Linux; Windows; Mac; Mainframe; Hybrid Cloud; SAAS Cloud Computing; Websphere; SSL; SAML; SSO; Http; Mobile; Mobile Device Management; Chrome; Firefox; IE, Safari; QA Test; Localisation; Networking; Proxies; Fiddler; PagerDuty; Jira; Confluence; Citrix; MS Office; HTML; CSS; VMware; Vsphere; Citrix; Db2; Oracle; SQL; Slack; Python; REST API's;