# Shannon Douglas Ware

Mobile: 083-441-0345 | photius@shannonware.com | Bantry, Co. Cork, Ireland

https://www.shannonware.com | https:// www.terzotechnical.com | https://github.com/spycebot

## Personal Profile

A demonstrated ability reduce cost while improving production service quality. Personable and articulate and talented native English speaker, able to navigate large organisations as well as work closely with own team. Delights in technical exams including maths and coding; able to take on the technical aspects of any workload; always looking to expand hard and soft skills, and gain new areas of mastery.

### Key Skills

• Python, JavaScript, TypeScript, C#, SQL, ASP.Net, Git, CD, OOP, CICD, Azure, Heroku, Linux, Windows

• Service design, process development, documentation, planning, team organisation, calendar keeping

• Spoken communication, written communication, active listening, negotiation, consensus building

### Education

Oct 2025 Software Developer CENIT College - Naas, Kildare

Sep 2007 Graduate Certificate, Game Design – George Brown College – Toronto, Ontario

June 1996 Bachelor of Arts, Japanese Language and Literature – University of Massachusetts, Amherst

### Recent Work History

Sep 2022 - May 2024 Junior Service Architect Fujitsu Ireland - Swords, Dublin

Sep 2017 - Sep 2022 Technical Services Specialist Fujitsu Ireland - Swords, Dublin

Nov 2015 - Feb 2017 Customer Service and Business Data Technician Moravia IT s.r.o. - Cork City

### Delivery Consultant

• Experienced in business needs analysis, process flow analysis, requirements gathering and reporting

• Frontline experience in software testing, enterprise application testing, and business suite configuration

• Workplace experience with Jira, Zendesk, Octa, Office365 and other SaaS solutions

### Data Science and Statistics

• Well versed in Exploratory Data Analysis models and techniques; application of statistical tools to data

• Adept at SQL, Pandas, NumPy, Excel data analytics tools and statistical functions

• Expert and practical experience with data cleaning and data normalisation; DB normalisation principles

• Experience with Python data visualisation library matplotlib, Tableau and MS Power BI

### Organisational Management

• Consensus building, individual and team negotiation, overcoming objections, active listening, team building

• End of period cash and bank accounting, auditing and reporting; budget management and forecasting

• Multi-tasking, task priority triage, morale building exercises, organisation and execution of critical feedback collection

### Mathematics, Bookkeeping, Numeracy

• Ability to demonstrate logical, stepwise analysis verbally and in writing; clear communication of reasoning

• Experience with cash accounting, opening and closing of till, and cash drops; tracking down missing money

### Certifications

• Irish Driving License Category B

• Certiport Information Technology Specialist – Software Development – June 2025

• ITIL4 High Velocity IT – May 2023

• ITIL4 Foundation – October 2022

• Azure Data Fundamentals – June 2022