

## SKILLS

- Proven record of maintaining, repairing and upgrading all forms of computer hardware
- Administration of Firewalls, VPN's, switches, anti-virus software, backup software and Hardware
- Working with Cisco Routers and Switches.
- Ability to analyse problems, find solutions and implement them.
- Planning workload to meet deadlines.
- Research solutions to problems as part of a team or individually

## PROFILE

A proven record of organization, written and oral communication, troubleshooting, problem analysis and resolution and customer service within the Information Technology sector.

A wealth of experience in Hotel management ensuring the wellbeing of staff and customer satisfaction

## EMPLOYMENT HISTORY

- 2009- Present    **Part Time Volunteer Work with UNICEF**  
**Part Time work with Eironet (See Below)**  
**Collage and IT certifications (See Education)**
- 2008 - 2009    **Duty Manager** - Your Home From Home (Short Term Letting of Self Catering Apartments in Dublin)  
The main duties of the Duty Manager are checking in guests, resolving guest issues and being the face of the firm.
- 2006 - 2007    **IT Consultant** - Eironet  
As an IT Consultant for Eironet, I have built and maintained networks ranging from one Small Business Server and a Checkpoint firewall and five users to a network containing fifteen servers, an enterprise Checkpoint firewall and over a hundred users.
- Implementing data backup procedures and business continuity plans.
  - Creating rules on Firewalls and implementing them.
  - Managing Microsoft Exchange services and Domain Controllers.
  - Managing Blackberry Servers and devices.
- 2005 - 2006    **Weekend Duty Manager** - Radisson SAS St Helens Dublin Ireland  
The main duty of Weekend Duty manager is to deputise for the General Manager in his absence and ensure the smooth running of the hotel, while looking after the wellbeing and safety of guests and staff of the hotel and ensuring that business are carried out professionally and legally.  
Also a very important part of the job involved being the face of the hotel and personally selling the hotel and its services. This involved liaising with the Sales & Marketing and Reservation teams during the week on up and coming sales opportunities that could be implemented over the weekend.

- 2004 - 2005 **Purchasing and Cost Control Manager** - Radisson SAS London Stansted Hotel  
 In charge of managing the Purchasing and Cost Control office.  
 This involved negotiating contracts for everything bought into the hotel from beverages to beds. It also involved managing the purchasing of all items bought for the hotel.  
 As it was a new hotel it involved setting up the Purchasing and Cost Control accounts system (Materials Control) and fine tuning it to the hotels needs.
- 2002 - 2004 **Night Manager** - Radisson SAS St Helens Dublin Ireland  
 I started in the Radisson as Night Auditor to gain more experience in guest relations and within a few months received a promotion to Night Manager.
- 1991 - 2004 **Senior Purchasing and Cost Control Officer.** - Burlington Hotel  
 This job can for the main part be split into three areas: the day to day running of and purchasing for the food stores, the creation of financial reports for the kitchen area and the supervision of purchasing and the creation of some of the financial reports for the shop.

## EDUCATION

### **Presently Studying**

BSc in Information Systems and Information Technology (dt249)  
 At the Dublin Institute of Technology

Microsoft 070-282

Designing, Deploying, and Managing a Network Solution for a Small- and Medium-Sized Business

Microsoft 070-620

Configuring Microsoft Windows Vista Client

Cisco CCNA

Cisco Certified Network Associate

Cisco CCENT

Cisco Certified Network Technician

Leaving Certificate - Marian College, Dublin 2

Achieving honours in six subjects.

## INTERESTS

### **Volunteer Work for UNICEF Ireland**

This involves anything from doing bucket collections to office work.

### **Hiking and Hill Walking**

I walked 480km of the "Camino De Santiago" from Burgos to Santiago last year

## PERSONAL REFERENCES

- On Request