

Top Skills

Service Desk

Kaseya VSA-X

Laptops

Summary

Desktop Support Engineer at Honeywell.

Previously IT Help Desk Support/ Systems Administrator at Chanelle Pharma Group, advancing from my previous role within this organization that was Line Lead role in Blister Packing Lines area starting in June 2017.

Recently completed Postgraduate course in Higher Diploma in Science In Cybersecurity Risk and Compliance at Atlantic Technological University.

Previously worked for Walsh Pharmacy Group as Stock Controller, starting from Sales Assistant role in 2006 and consequently upskilling within the company IT Administration and Stock Control areas. OTC pharmaceutical products sales were also part of my role as well as photo laboratory assistance.

Graduated in 2006 as Bachelor of Engineering in IT with specialisation in Telecommunication and Computer Networks. During third level education participated in work placement programs in IT Administration and Technical Support sections.

Professional IT skills followed by vast work experience, with strong attention to detail and analytical skills.

Ability to work under pressure in a highly regulated environment in adherence to SOPs and GMP principles.

Experience

ESP Global Services

Desktop Support Engineer at Honeywell

October 2023 - Present (9 months)

Katowice, Śląskie, Poland

- First-hand support in installing, troubleshooting, and fixing desktops, printers, laptop, and other computer peripherals hardware problems
- Desk side support and PC break/fix including basic administration of Windows O/S.

- IT Infrastructure field support which includes troubleshooting hardware, software, operating system issues and problems and fixing the issues

Chanelle Pharma

6 years 4 months

IT Help Desk Support

September 2021 - September 2023 (2 years 1 month)

Loughrea, County Galway, Ireland

- Troubleshooting system problems/diagnosing and solving hardware/software faults
- Installing and configuring computer hardware operating systems and applications
- Managing IT asset management system
- Administration of the Kaseya environment/deploy applications/distribute patches/automation scripts/ patching and Anti-Virus
- Replacing PC/laptop parts
- Setting up new users' accounts in Active Directory/Microsoft 365 Admin Center
- Managing users access to shared folders, sharepoint, distribution groups
- Prioritizing and managing many open cases at one time
- Auditing Hardware inventory
- Maintaining VMware servers
- Dealing with incidents & alerts / quarantine emails in Microsoft 365 Defender.

Blister Line Leader

June 2017 - September 2021 (4 years 4 months)

Loughrea

Pharmaceuticals packaging according to GMP/SOP standards.

- Documentation review for correct information on the batch, materials approved and issued.
- Set up and operations of CNC blister packaging machines.
- Completions of work orders and instructions as per SOP and GMP principles.
- In Process Checks and Inspections as per SOPs
- Coordination and supervision of team activity

Walsh Pharmacy Group

11 years 2 months

Stock Controller

May 2010 - June 2017 (7 years 2 months)

County Galway, Ireland

Stock Controller

- Goods-in Quality Inspection and Approval
- Stock control
- Placed orders
- Stocktakes
- Reported to the Company Director
- IT System Administration/Support
- Updated ePOS

Sales Assistant

May 2006 - April 2010 (4 years)

Oranmore, County Galway, Ireland

Sales Assistant

- Customer service
- OTC sales
- Photo Lab operator and maintenance

ARSO Computers

Computer Services

July 2005 - December 2005 (6 months)

Tychy, Śląskie, Poland

- Technical assistant

Computer service

Technical support

Stocktakes

Customer service

MAWI Construction Services

IT Administrator

July 2004 - September 2004 (3 months)

Pszczyna, Śląskie, Poland

IT Administrator:

+Execution of PlaNet System

+Data Entry

Education

Akademia Techniczno-Humanistyczna w Bielsku-Białej

Bachelor of Engineering - BE, Information Technology · (September 2002 - April 2006)

FÁS Galway

Web Page Design Course, Information Technology · (January 2008 - March 2008)

Galway-Mayo Institute of Technology

Higher Diploma , Cybersecurity Risk and Compliance · (October 2021 - May 2022)

Atlantic Technological University

Atlantic Technological University

Higher Diploma , Cybersecurity Risk & Compliance · (October 2021 - June 2022)