

# Ronan Mc Manus

## Technical Systems Engineer

Email: RonanPhilip@gmail.com Tel: 087 7965884

### Work Experience

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#### **Acorn Insurance, Galway.** (June 2014 – Currently)

*Technical Systems Engineer* - Responsible for a wide range of technical and business tasks including:

- **Call Centre Systems Administration:** Administering a Microsoft Dynamics CRM based Call Centre. CRM is integrated with Dynamics Telephony sitting on top of Microsoft Lync PBX. Management of Enghouse call routing / IVR software and Quality Management Suite. Maintaining and updating RELAY broker and administration software.
- **Lead Management:** Prioritise sales leads and ensure lead quality daily.
- **Technical Procedures and Compliance:** Working with multiple teams within the business to ensure IT procedures are compliant. Documenting these IT Procedures and producing user guides and technical Wiki articles.
- **IT Infrastructure:** Support the Windows based network infrastructure by maintaining PC, Thin Client, RDS Server systems, voice and data equipment.
- **Help Desk:** Support for all call center and administration staff. Provision of training for clients on use of software systems. Setting up new users in active directory, exchange / outlook and all relevant call centre systems.

#### **Bluetree Systems, Galway.** (September 2012 to April 2015)

*Support Engineer Day Shift.* (September 2014 to April 2015)

- Member of the day shift support team primarily supporting customers in Ireland, the UK and Europe.
- Technical fault analysis & troubleshooting of:
  - PC networking hardware/software
  - Wireless vehicle telematics products
  - Wireless data systems
  - GPRS/GPS products
- Installation of products, including commissioning, upgrading and training.
- Monitor performance of installed software and hardware products.
- Provide feedback from customers to product development team.
- Customer liaison via phone, email or remote control.

*Support Engineer – Evening Shift Team Lead.* (March 2014 to September 2014)

- To act as role model in the provision of technical support to customers in the US and Australia.
- Ensuring that customers experience/interaction with technical support is a positive one.
- Share knowledge with team of regular customer problems by writing and maintaining wiki documentation.
- Improve system performance by identifying problems and recommending changes.
- Ensuring that queue is managed and backlog is minimised.

*Support Engineer – Evening Shift.* (September 2012 to February 2014)

- Member of the evening shift support team primarily supporting customers in the US and Australia.

## **Webordo, Galway.** (April 2012 – April 2014)

**Owner / Founder:** Responsible for all aspects of setting up and running my own business. I worked with a wide range of customers on projects involving responsive web design, online stores, online marketing, social marketing, social networking, training and mentoring.

## **In-Tuition Learning and Development Limited, Galway.** (April 2012 – November 2012)

**Associate:** I provided IT support for staff and students. Designed and delivered a number of training courses in pay per click advertising, HTML and setting up an online store. I also worked on web design projects for the company and was involved in the design and implementation of online strategy for In-Tuition clients.

## **Education**

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**2011 – 2013** National University of Ireland Galway, **M.Sc. in Information Systems Management (2:1)**

**2010 – 2011** Galway Mayo Institute of Technology, **B.Sc. Honours in IT for Business (1:1)**

**2007 – 2010** Galway Mayo Institute of Technology, **B.Sc. In Computing & Digital Media (1:1)**

**1998 – 2001** Letterkenny Institute of Technology, **Level 6 Electronic and Computer Engineering (Pass)**

## **Awards/ Courses**

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- Call Centre Administration – Enghouse Interactive
- Customer Service in Microsoft Dynamics CRM 2013
- Sales Management in Microsoft Dynamics CRM 2013
- FETAC Train The Trainer Level 6
- Student of the year 2011 B.Sc. Honours in IT for Business
- FETAC Certificate in Sales and Marketing Skills

## **Technical Skills**

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- Customer Support / Account Management
- Application support
- Windows OS (XP, Vista, 7, 8 and 10)
- Android
- SW / HW upgrade and installation
- Virus and Malware removal
- Microsoft CRM / Exchange / Office
- Active Directory
- Remote access
- Virtual Machines (VM Ware)
- HTML and CSS
- Content Management Systems (WordPress, Joomla)
- Web hosting and servers (Apache / PHP / SQL)
- PC and laptop Repair

## **References**

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Available upon request.