

# Damien McDonnell

Front-end / Back-end Web Developer - Portmarnock, Dublin, Ireland

W: <http://www.worky.com/damienmcd>

Having graduated from the National College of Ireland with a 1st Class Honours in 2008 I have since worked as a PHP developer in a great Irish managed IT services company. I have also partially completed a Masters Degree in Mobile and Ubiquitous Computing in Trinity College, Dublin.

Since March 2011 I have been working as an ASP developer at entertainment.ie The role also entails the management of the Website Analytics and also the management of the Website Advertisements, using AdTech. This role also includes working with the following technologies: MSSQL, HTML5, JavaScript, JQuery, Ajax, CSS, JSON, XML, Flash, Photoshop and Google Analytics.

## Damien McDonnell's Professional Experience

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### 2011 - Present **entertainment.ie - Web Developer / Analyst / Advertisement Management**

I am currently working as a Classic ASP developer at entertainment.ie

The role also entails the management of the Website Analytics and also the management of the Website Advertisements, using AdTech.

Key Skills adtech, Ajax, ASP (Classic), css, HTML, html5, IIS6, IIS7, JavaScript, jQuery, Json, Mads, MS SQL, PHP, Windows Server Admin, XML

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### 2005 - Present **Freelance Web Developer - Freelance Web Developer**

I have been developing websites as a hobby since 2005 and have grown my skills in various languages over the years.

I am experienced in the following technologies:

HTML  
CSS  
PHP  
ASP  
JavaScript  
jQuery  
AJAX  
CMS  
Joomla  
Java - J2ME

Key Skills css, HTML, JavaScript, web design, web development

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### 2010 - 2011 **Stream Global Solutions - XBOX 360 Customer Support**

XBOX 360 Customer Support contract at Stream as an Accounts Retention and Support Agent after 3 months as a Tier 1 Customer Support Agent.

Key Skills customer support

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### 2010 - 2011 **Stream Global Solutions - Customer Support / Retention Agent**

I worked for Stream Global Solutions on their Xbox Games Console contract from mid-July 2010 to the end of February 2011.

I began working initially as a universal Customer Support Agent, which included providing excellent technical support for Hardware, Software and Billing issues in the European Headquarters in Swords, Co.Dublin.

After 3 months as a universal customer support agent I was promoted to the Retention Team. This role included the handling of inbound calls for Xbox LIVE subscription cancellations. The role demands an excellent retention percentage and also requires an extremely high Customer Satisfaction rating. This role also required excellent product knowledge and communication skills along with a strong sales focus.

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Key Skills Billing, Communication skills, customer support, Technical Support, Xbox, Call Center, Sales, Retention, Technical Support, Communication, Product Knowledge, Customer Satisfaction

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2009 - 2010 **National E-Learning Lab - Research Investigator**

Usability testing and data analysis for the National E-Learning Lab.  
Human Computer Interaction analyst.

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Key Skills data, data analysis

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2009 - 2009 **OpenPlain - Software Developer**

I worked in an Irish start-up company developing critical business process automation tools using batch scripting and also worked on the development of their new Joomla-based website [www.officemetrics.com/](http://www.officemetrics.com/).

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Key Skills Joomla, MS SQL, MSSQL Scripting, MySQL, PHP, Process Automation, Shell Script

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2008 - 2009 **National College of Ireland - Alumni**

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2008 - 2009 **Version 1 - PHP Developer**

I was responsible for development and maintenance of a mission critical Project and Accounts Management System developed in PHP for a software company of over 200 employees.

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Key Skills Ajax, css, JavaScript, MySQL, Oracle, PHP, PL/SQL

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2006 - 2008 **National College of Ireland - Student I.T. Support / Lab Assistant**

Desktop I.T. support for students in National College of Ireland.  
Troubleshooting and bug fixing.  
Reporting to I.T. manager.  
Training of new I.T. Support staff.  
Maintainance of Computer, Audio, Video equipment.

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2007 - 2007 **O2 Ireland - Junior Capacity and Optimisation Engineer**

6 month work placement as part of my college course.  
Developed a reporting tool using PHP, Oracle, MySQL, Perl

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Key Skills MySQL, Oracle, Perl, PHP

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**Damien McDonnell's Education and Qualifications**

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2010 **Masters/PostGrad - Mobile Application Development (Partially completed)**  
**Trinity College, Dublin**

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2008 **Bachelor/Degree - Software Systems (1st Class Honours)**  
**National College of Ireland**

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2008 **Bachelor/Degree - 1st Class Honours BSc Software Systems, Software Systems**  
**National College of Ireland**

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**Bachelor/Degree - ,**

**Damien McDonnell's Additional Information**

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**Links**

**Torre Blanca Marina. Spanish Rental Property website - <http://www.torreblancamarina.com>**

**Cape Clear Villa. Property website - <http://www.capeclearvilla.com>**

**Alison Byrne Healing. Business brochure website - <http://www.alisonbyrnehealing.com>**

**DJ Paul Gallagher. Business brochure website - <http://www.djpaulgallagher.com>**

**WillieFoxGolf.com. Business brochure website - <http://www.williefoxgolf.com>**

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