

Dan Walsh

Experienced Project Manager & Social Media expert. - Dublin, Ireland

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

I am a CAPM qualified IT Project Manager for a large Pharmaceutical Company with have 12 years experience in IT.

Dan Walsh's Professional Experience

2008 - Present

project manager

- Managing resources cost and schedule.
- Meeting customer expectations.
- Providing influential support.
- Providing support for Project Management systems.

Key Skills

Arbitrating, communication, learn continuously, managing people, negotiating, Prioritising tasks, Project Management, writing reports

2005 - 2008

IT Asset Coordinator

- Receive, tag, and enters new asset information into the Quintiles asset management system.
- Interact with Service Desk staff, Business Systems Development staff, and IT Procurement staff on end user requests for hardware and software.
- Stage desktop and server hardware for workstation and datacenter technicians.
- Manage physical site inventory of new and surplus desktops, laptops, printers, and other IT hardware.
- Responsible for donations, disposals, and redeployment of surplus equipment.
- Maintain accurate and current hardware and software inventory in Remedy or other asset management software.
- Analyze and reconcile inventory data for discrepancies ensuring the currency of our central asset management depository.
- Interact with Quintiles SIS employees to develop and maintain processes for equipment disposal.
- Provide hardware and software asset management reports as required.

Key Skills

Databases, Purchasing, Support, tracking

2004 - 2005

IT Inventory Administrator

- Escalation support to the Helpdesk staff.
- Track the locations of ICG IT assets.
- Purchase all IT consumables for ICG group.
- Develop controls & systems for the running of ICG Helpdesk.
- Invoicing.
- Troubleshooting.

Key Skills

Administration, Invoicing, Purchasing, Support, tracking

2000 - 2004

IT Support

- Technical support to employees of the ICG group including: Irish Ferries, Eucon, Eurofeeders, Irish Ferries Freight & Dublin Freight & Container Division.
- Designed & built ICG Intranet
- Printer maintenance/configuration
- Web development.
- Domain administrator.
- Ownership of irishferries.com FAQ.
- Ownership of irishferries.com. Webstatement.
- System design.
- Quality assurance testing.
- Administered/configured systems with an MS SQL2000 backend including Track-It! helpdesk system and Campaign bulk mailing system.

Key Skills driving, operations, Support, Technical

1999 - 2000 **Helpdesk Analyst**

- Technical support to Microsoft employees in the Europe, Middle East and Africa
 - Call logging
 - Troubleshooting procedures
 - Escalation procedures
 - Time management and use of knowledge base applications
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Key Skills Administration, analysing problems, Support, technical skills

1998 - 1999 **Assistant Manager**

- Supervision of 15 members of staff.
 - Compiling staff rotas
 - Stock management
 - Cash reconciliation
 - Compiling reports for head office.
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Key Skills Administration, Delegation, leadership, Staff Management

Dan Walsh's Education and Qualifications

2010 **Certificate - Certified Associate in Project Management (CAPM)**
Project Management Institute

2009 **Certificate - Microsoft Project**
Learning Curve

2008 **Certificate - Project Management Fundamentals for IT Professionals**
IIL

2005 **Certificate - Access 2000 Introduction & Intermediate level**
Calyx Training

2003 **Certificate - Microsoft SQL Server 2000 Administration**
Calyx Training

2000 **Certificate - Dreamweaver**
IACT

2000 **Certificate - HTML**
IACT

Dan Walsh's Additional Information

Links

My Garfield parody - released as a book in collaboration with Jim Davis in 2008 -
<http://garfieldminusgarfield.net>
