

Alex McAllister

Academic and Professional Qualifications

2000 - 2004

Dublin City University

BSc in Computer Applications

Modules included (Summary)

- Software Patterns and Metrics
- Concurrent Programming
- Networks
- Technical Communication Skills
- Object Oriented Design and Implementation
- Assembly Language Programming
- Databases

1994 - 2000

St. Oliver's Community College

Leaving Certificate

400 Points (All Honours Level)

Industry and Professional Experience

Date	Company	Position Held	Duties
7 th July 2007 - 25 th March 2008	Department of Foreign Affairs, 76-78 Harcourt St., Dublin 2	IT Helpdesk Engineer	Providing 2 nd level support to Department staff both in Dublin and in our embassies and consulates abroad: approximately 4,000 users. Support includes Exchange 2003, Office 2003, remote desktop support and desktside support, backups and file restores, printers, PC hardware issues, network troubleshooting/fault escalation
11 th Sept 2006 - 5 th July 2007	Dept. of Agriculture and Food, Kildare St., Dublin 2	Support Desk Agent	Providing contracted (BT Ireland) IT support to 4,500 Department staff. Support includes Active Directory, unlocking accounts and passwords, printer support, Server 2000/2003 support, hardware issues, Office 2000 support (Outlook configuration, etc) and support for various Department applications. Providing telephone based customer service as part of a nationwide government initiative to provide Broadband for Ireland's 4000 odd schools. Also facilitate the Broadband installation process, certifying installations by engineers from various service providers, performing troubleshooting with schools and installation engineers and liaising between schools and service providers where faults arise and see them through to conclusion. Support includes troubleshooting networking problems, PC configuration issues (Email and LAN setup).
17 th Nov 2005 - 8 th Sept 2006	BT Ireland, 27 Willsborough Estate, Clonshaugh, Dublin 17	NCTE Schools Broadband Support Desk Agent	

27 th Jun 2005 - 12 th Aug 2005	Sage Ireland, 3096 Lake Drive, Citywest Business Park, Dublin 24	Database Administrator	Dialling existing customers in Sage's database, confirming contact information and company details and entering the new information into the database using the SalesLogix software.
26 th Oct 2004 - 25 th Mar 2005	Conduit Ireland, Conduit House, East Point Business Park, Dublin 3	Customer Service Representative (CSR)	Providing a telephone based service to both UK and Ireland markets, dealing with customers in a professional manner befitting a CSR, worked as part of a team, meeting a strict timetable.
4 th June - 11 th June 2004	Townley Hall Golf Club	Web Designer	Designing and coding a template for a golf course website including a homepage and templates for future pages.
1 st Oct 2001 - 15 th May 2002	Dublin City University	Computer Programming Lab Tutor	Mentoring first year programming students, providing assistance in problem solving and coding issues, keeping a record of performance, attendance, progress and grading overall performance

Academic Information

(Information on modules taken during BSc in Computer Applications)

For Software Patterns and Metrics, I chose to implement the **Proxy Pattern**, also called the **Lazy Loader** pattern. It was written in C++ and included inheritance and association.

For Concurrent Programming, the assignment was to implement the **Elevator Problem**. It was written with Java threads and included a Graphical User Interface.

For Computer Networks, the assignment was to implement **Dijkstra's Algorithm**. It was written in C++ and used linked lists.

For Databases, the assignment was to design and implement a system for managing a book shop and included using the **Java Swing** package to create a Graphical User Interface, and using the JDBC package to connect with an Oracle database.

Personal Interests

I enjoy reading, especially crime fiction novels as well as science - fiction. I enjoy going to the cinema and watching films in general. My main interest is in music: mostly contemporary but I also enjoy listening to classical music. I received training in the piano when I was younger and am currently trying to improve my level of playing. I thoroughly enjoy playing the guitar, both learning pieces and composing my own acoustic and rock music. I also enjoy golf, but prefer visiting the driving range as often as I can.

Other Information

Myself along with two others entered a project into the Esat Young Scientist's Competition in 2000 entitled "Artificial Intelligence: Future or Fable?" The project was a computer program written in C++ and presented on an Amiga emulator for easy graphics. We were awarded with the Nortel Networks Prize for Best Use of

Information Technology in a Project, and were invited on a tour of the Nortel plant in Galway and gave a small presentation to staff on our project.

I have completed all 7 modules of the European Computer Driving Licence.

I remain an associate member of the DCU Networking Society, also known as Redbrick, where I gained some experience in such operating systems as FreeBSD, Solaris and Debian Linux. The society hosted talks by cybernetics professor Kevin Warwick and Lance Spitzner, security consultant at Sun Microsystems.

Since graduating college I have maintained an interest in programming and endeavoured to gain some new skills. I have started to teach myself PHP and designing websites with CSS.