

# Graham Harkness

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Dear Sir/Madam

I have a wide variety of experience in a number of industries with a focus towards technical skills. I have extensive experience offering support to mobile devices including Windows mobile on phone and tablets while working with O2/eir Mobile. I have also provided home & adult education tutorial classes on these devices over the last number of years.

My return to education saw me partake in the MSc Computer Science in UCD which, while focusing heavily on programming and PLSQL skills, also involved courses in virtualisation, systems management & security modules. I was awarded a First Class Honours Masters degree.

Following my graduation from UCD I worked as an intern for 12 months with the National Museum of Ireland. My role here was primarily the in house .NET developer where I was tasked with the design, development and implementation of a number of database driven .NET applications including the management of virtual servers and an awareness of network security. These applications were hosted in IIS7 and Server 2008. I assisted the in house system administrator with day to day common active directory activities such as password resets and user privileges. I also assisted in hardware deployment within the organisation.

I am currently working on a short term contract with BOC gasses as a technical administrator. This role involves coordinating the installation and removal of gas equipment in public houses for the east of the Republic of Ireland.

I am quick to learn and have a technical ability. I have experience with a wide number of commonly used technologies and languages as well as experience in communicating and working within a professional and B2B environment.

I am currently seeking a position as a development support engineer or an IT support role with a programming & SQL dimension. I have a full driver's license and sole use of own vehicle.

Kindest Regards  
Graham Harkness

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## PROJECTS

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### **2016: 1916 Role of Honour (National Museum of Ireland)**

I designed and developed a web application for the upcoming 1916 celebrations. The responsive website consists of a database which holds the names, regiment and death information of the combatants who fought in the 1916 and a path to the image link of their signature. A drop down list is populated with the name column of the database and when selected the user is redirected to a page which is dynamically populated with database information and styled in CSS. Further interactive elements of the application include an embedded Google map with an overlay of troop movements of the 1916 rising and pages dedicated to the women of the 1916 Rising. The program also consists of a lightweight backend for curators to edit names in the list and was deployed as a museum.ie microsite.

- ASP.NET 4.0 Webforms C#
- HTML/CSS/JavaScript
- SQL Server 2008
- IIS7
- Visual Studio IDE

### **2015: Licence Application System (National Museum of Ireland)**

I designed and developed a thin client internal management system and an integrated Kentico web part to allow external users to apply for and upload alteration and artefact export licences. The external section consists of a customised C# web part to sit within the museum's Kentico CMS. The web part is in the form of a table which uses a web service to insert data into a temporary DMZ SQL server database where it waits for approval from the internal application.

The internal application is written in ASP.NET C# using Visual Studio 2013 as an IDE. Once the application is approved it is copied to a database in the LAN from where it can be edited. Once the end user is satisfied that the licence is ready to be printed they assign the next available licence number and print the document. The application then opens Microsoft Word (DocX Plugin) with the details of the table preformatted to a template page for printing. As the sole developer working on the program, I developed the front, backend, database and security.

- ASP.NET Webforms C#
- HTML/CSS/JavaScript
- SQL Server 2008
- IIS7
- SOAP / WCF Web Services
- Kentico CMS
- Visual Studio 2013

### **2015: UCD College Tribune Android App**

This consists of a basic application that connects to the newspaper's website and renders the pages within the stock android browser. The app is available to download from the Play Store.

### **2014: InspiredImage.ie (College)=**

Driven by PHP with seamless database integration this website demonstrates extensive use of HTML/CSS with elements of responsive design.

- HTML/CSS
- MySQL
- PHP
- Photoshop CC

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## **2014: CitiSent (College)**

A database driven, Python Flask web framework working in conjunction with a Python sentiment analysis script to bring you Ireland's first real time city sentiment analysis.

- Python
- Flask Web Framework
- MySQL
- Twitter API
- Alchemy API
- Chron

## **2014: Haunted.ie (Community Offline)**

A database driven, community led website designed in HTML/CC and using PHP. It was commissioned as a project for a community. Using a database, visitors can upload images and articles which display on the website through a variety of SQL statements. Site is currently offline but code is available on Github.

- HTML/CSS
- MySQL
- PHP
- Photoshop CC

## **EDUCATION**

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<b>MSc Computer Science (2013-2014)</b>	University College Dublin	<b>(1<sup>st</sup> Class Honours)</b>
<b>MA Landscape Archaeology (2008-09)</b>	University College Dublin	<b>(2<sup>nd</sup> Class Honours)</b>
<b>BA Single Honours Archaeology (2006-08)</b>	University College Dublin	<b>(2<sup>nd</sup> Class Honours)</b>

## **MSc Computer Science Modules**

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- Relational Databases and SQL Programming
- Introduction to Java Programming
- Advanced Java and Data Structures
- OS Unix & Introduction to C Programming
- Systems Management (Standard Active Directory Activities, Windows Server 2008 Management)
- Introduction to Hardware and Software
- Internet Technologies and Web Design
- Enterprise, Innovation and Entrepreneurship
- Information Security
- Virtualisation
- Green Data Center Management
- Windows Server 2008

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## EMPLOYMENT

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**Jan 2015 - Present**    **BOC Gasses Ireland**

**Sureserve Technical**

I am currently working as a technical support staff for the BOC Sureserve network. This role involves co-ordinating equipment installations for all pubs on the east coast of Ireland as well as maintaining delivery schedules.

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**Jan 2015 - 2016**    **National Museum of Ireland**

**ASP.Net Developer & Helpdesk**

I worked as a developer with the National Museum of Ireland on a number of creative projects & operational solutions written in C# ASP.NET MVC as standalone applications or integrated into the overall Kentico CMS system throughout the organisation (see above for more details about specific projects). This role also involved assisting the IT Helpdesk with tasks such as hardware troubleshooting, virtual machine, server management and active directory issues.

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**2014**

**St Colmcilles Community School    Adult Education**

As part of the evening adult education programmes, I planned and delivered courses on smartphone and tablet use, and general internet use and security to groups of fifteen people over six months. Topics covered ranged from the basic uses of social media to cloud storage and personal data security online.

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**2011 – 2014**

**Telefonica O2**

**Sales Agent**

I managed day to day sales and target management and staff training. My duties include customer service and conflict resolution, stock ordering and management of weekly trade reports. This job involved a high degree of troubleshooting of mobile devices.

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**2010**

**Designer Group Ltd.**

**Estimation Technician**

I was employed on a short-term contract with Designer Group to implement the swift transition to a new database management system for estimation and procurement. I trained employees in the use of the new software. I scheduled database backups and managed 7500 products, ensuring a smooth changeover between systems during trading whilst also training staff on the new system.

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